



DRAFT

**MONTGOMERY COUNTY, MARYLAND
WORKFORCE INVESTMENT AREA**

**2-YEAR LOCAL WORKFORCE INVESTMENT PLAN
PROGRAM YEARS 2007 & 2008
(FY2008 & 2009)**

Submitted by:

The Montgomery County Department of Economic Development
Division of Workforce Services

On behalf of

The Montgomery County Workforce Investment Board

111 Rockville Pike, Suite 800
Rockville, Maryland 20850

April 15, 2007

MONTGOMERY COUNTY, MARYLAND
EXTENSION OF LOCAL WORKFORCE INVESTMENT ACT FIVE-YEAR PLANS
PUBLIC LAW 105-220 WORKFORCE INVESTMENT ACT
20 CFR 652 – WORKFORCE INVESTMENT ACT; INTERIM FINAL RULE

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**DEPARTMENT OF LABOR, LICENSING, AND REGULATION
WORKFORCE INVESTMENT ACT (WIA) PROGRAM
NOTICE OF GRANT AWARD**

GRANTEE (Name and Address):

**Montgomery County
Dept. of Economic Development
Division of Workforce Services
111 Rockville Pike, Suite 800
Rockville, Maryland 20850**

GRANT NUMBER:

GRANT ACTION:

☒ **Initial Grant Request**
☐ **Modification Grant Request**
☐ **Grant Request # _____**

As indicated in the Grant Action section above the Grantee hereby requests from the Department of Labor, Licensing, and Regulation (the State Grantor), funds to operate a Workforce Investment Act (WIA) Title program, or modification to of the current WIA Program Grant Agreement. The Grantee agrees to adhere to all of the requirements of the five-year local plan. The Grantee agrees to comply with all of the conditions of the WIA law (PL 105-220), and regulations. The Grantee agrees to operate the WIA program in accordance with the terms of the WIA Program Grant Agreement.

It is understood and agreed that neither the State of Maryland nor the State Grantor, nor any of their officials, agents, or employees shall be liable in any action of tort, contract, or otherwise, for any actions of the Grantee, or Local Workforce Investment Board, arising out of this Grant Agreement.

WITNESSED BY:

CERTIFIED FOR THE GRANTEE BY:

Signature

Signature

Eric M. Seleznow, Division Director

Typed Name and Title of Representative

April 15, 2007

Date Signed by Representative

(This Section for State Grantor Use Only)

STATE GRANTOR :

*Division of Workforce Development (DWD)
Department of Labor, Licensing and Regulation
1100 North Eutaw Street
Baltimore, Maryland 21201*

GRANT PERIOD:

This grant covers the period from _____ to _____

	ADMIN	ADULT	YOUTH	DISLOCATED WORKER	
____ Initial Funds	\$	\$	\$	\$	\$
____ Increase Funds	\$	\$	\$	\$	\$
____ Decrease Funds	\$	\$	\$	\$	\$
____ Total Funds	\$	\$	\$	\$	\$
____ No Change to Funds	\$	\$	\$	\$	\$

EFFECTIVE DATE: _____

WITNESSED BY

APPROVED FOR THE STATE GRANTOR BY:

Andrew Moser, Assistant Secretary, DWD

Approved as to form and legal sufficiency
by the Office of the Attorney General on
December 16, 1999

Date Signed

STATEMENT OF CONCURRENCE WITH THE ACT

Workforce Investment Area:

Montgomery County, Maryland

Contact Person for Plan:

Eric M. Seleznow, Division Director

Montgomery County Department of Economic Development

Division of Workforce Services

111 Rockville Pike, Suite 800

Rockville, Maryland 20850

Phone: 240-777-2007

Email: eric.seleznow@montgomerycountymd.gov

This is to certify that the membership for the Local Workforce Investment Board (LWIB) for the (1) **Montgomery County, Maryland** Workforce Investment Area is in compliance with Section 117 of the Workforce Investment Act. The LWIB developed the local area plan in partnership with the appropriate chief elected officials. The local area plan is consistent with Section 118 of the Workforce Investment Act, the State plan and local area plan instructions developed by the Governor. Both the LWIB and the chief elected official(s) have approved the local area plan. Said local area plan is submitted to the Maryland Department of Labor Licensing and Regulation jointly by the LWIB and the chief elected official(s).

(2)	
Carrie Shelton, Chair Montgomery County Workforce Investment Board	
Signature and typed names of the LWIB Chairperson(s)	Date

The chief elected official(s) also appoints (3) **Eric M. Seleznow** as the Grant Recipient and authorizes (where appropriate) the Grant Recipient to sign agreements. As discussed in WIFI NO. 8-99, a copy of the LWIB/CLEO Working Agreement must be included as part of Section IV of this plan - Administrative Provisions.

(4)	
Isiah Leggett, County Executive Montgomery County, Maryland	

Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions

Certification Regarding
Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
 - (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

**Eric M. Seleznow, Division Director
Department of Economic Development
Division of Workforce Services**

Signature

Date

Drug Free Workplace Requirements Certification

Alternate I. (Grantees Other Than Individuals)

Pursuant to the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F, I, **Eric M. Seleznow**, the undersigned, in representation of the Maryland Department of Labor, Licensing and Regulation, the grantee, attest and certify that the grantee will provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
2. Establishing an ongoing drug-free awareness program to inform employees about:
 - (a) The dangers of drug abuse in the workplace;
 - (b) The grantee's policy of maintaining a drug-free workplace;
 - (c) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (d) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1);
4. Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under the grant, the employee will:
 - (a) Abide by the terms of the statement; and
 - (b) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
5. Notifying the agency in writing ten calendar days after receiving notice under subparagraph (4) (b) from an employee or otherwise receiving actual notice of such conviction. We will provide such notice of convicted employees, including position title, to every grant officer on whose grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected grant.
6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4) (b), with respect to any employee who is so convicted:

- (a) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended; or
 - (b) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (1), (2), (3), (4), (5) and (6).
8. Notwithstanding it is not required to provide the workplace addresses under the grant, as of today the specific sites are known and we have decided to provide the specific addresses with the understanding that if any of the identified places change during the performance of the grant, we will inform the agency of the changes. The following are the sites for the performance of work done in connection with the specific grant including street address, city, county, state, and zip code:

**MontgomeryWorks, Westfield South Office Building,
11002 Veirs Mill Road, Wheaton, Montgomery County, Maryland 20902**

and

**MontgomeryWorks, Lakeforest Mall
701 Russell Avenue, Gaithersburg, Montgomery County, Maryland 20877**

Check () if there are workplaces on file that are not identified here.

Check () if an additional page was required for the listing of the workplaces.

I declare, under penalty of perjury under the laws of the United States, and under the penalties set forth by the Drug-Free Workplace Act of 1988, that this certification is true and correct.

**Eric M. Seleznow, Division Director
Montgomery County Department of Economic Development,
Division of Workforce Services**

I, **Eric M. Seleznow**, certify that I am the Division Director, Montgomery County Workforce Services, the grantee; that I who sign this Drug-Free Workplace Certification on behalf of the grantee, do so by the authority given by Montgomery County, and such signing is within the scope of my powers.

Authorized Signature

Executed on: _____

Certification Regarding Lobbying

CERTIFICATION FOR GRANTS AND COOPERATE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying, in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all* sub-awards at all tiers (including subcontracts, sub-grants and contract under grants, loans, and cooperative agreements) and that all* sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Montgomery County Government
Department of Economic Development
Division of Workforce Services

Grantee/Contractor Organization	Program/Title
<u>Eric. M. Seleznow</u>	
Name of Certifying Official	Signature
	Date

*Note: In these instances, "All," in the Final Rule is expected to be clarified to show that it applies to covered grant transactions over \$100,000 (per OMB).

**MONTGOMERY COUNTY, MARYLAND
EXTENSION OF LOCAL WORKFORCE INVESTMENT ACT FIVE-YEAR PLANS**

III. GENERAL NARRATIVE

A. WIA ORGANIZATION

The grant recipient and fiscal and administrative entity:
Montgomery County Government, Department of Economic Development
Division of Workforce Services
111 Rockville Pike, Suite 800
Rockville, Maryland 20850
Contact person: Eric M. Seleznow
Email: eric.seleznow@montgomerycountymd.gov
Phone: (240) 777-2007

Eric Seleznow
Division Director
240-777-2007 (Office)
eric.seleznow@montgomerycountymd.gov

Trina Green
Office Services Coordinator
240-777-2007 (Office)
trina.green@montgomerycountymd.gov

Hugh Bailey, Program Manager
240-777-2007 (Office)
hugh.bailey@montgomerycountymd.gov

Gaye Barksdale, Senior Financial Specialist
240-777-2049 (Office)
gaye.barksdale@montgomerycountymd.gov

The mission of the Montgomery County Division of Workforce Services (DWS) is to ensure that Montgomery County has a well-prepared, educated, trained and adaptable workforce to meet the current and future needs of business, and that the county workforce has the tools and resources to successfully compete in an evolving economy.

DWS is advised by a 30-member Workforce Investment Board (WIB), composed of business representatives (51%), community leaders and public officials. The board is appointed by the County Executive and confirmed by the Montgomery County Council in accordance with the Workforce Investment Act of 1998 and Montgomery County Executive Order No.159-02. The DWS staff provides support to the Board by implementing directives and policy initiatives.

The activities of the WIB and DWS are funded by Workforce Investment Act, Montgomery County and other grant funds. The majority of funds are received under the Workforce Investment Act to provide a variety of job assessment, job readiness, job placement and job training services to dislocated workers, unemployed adults, low income workers, older workers, disadvantaged workers and youth. Four program staff provide overall administrative support of the WIA grants and are responsible for fiscal monitoring and accounting, program

monitoring and review, new program development and grants, legislative development, and contract management of several service providers for the WIA programs.

The Workforce Investment Board provides policy oversight and guidance for the expenditure of these funds enabling local business, public and private sectors to work collaboratively in meeting the workforce development needs of Montgomery County. Services are provided at the MontgomeryWorks One-Stop Workforce Centers in Wheaton and Gaithersburg, the MontgomeryWorks Sales and Service Learning Center, also in Wheaton, and the jail based satellite center located at the Montgomery County Correctional Facility. All one stop programs are co-operated by the Career Transition Center, Inc. (CTC), a local non profit 501(c)(3) and the Maryland Department of Labor, Licensing and Regulation (DLLR – formerly known as the Maryland Job Service).

On July 1, 2002, Montgomery County Government assumed responsibility for the operation, management and oversight of the county's workforce development activities and became the administrative and fiscal entity for the Montgomery County Workforce Investment Area. The County's Division of Workforce Services (DWS) performs day-to-day management and oversight of workforce activities. DWS is a division Montgomery County's Department of Economic Development (DED). The County Executive, economic development director and the Workforce Investment Board envision a synergy between workforce and economic development that meets the needs of both job seekers and employers in Montgomery County.

Montgomery County has developed a demand-driven, economic development oriented local workforce system. The merging of economic and workforce development agencies has integrated staff and programs that better meet local workforce needs and more closely link the WIB to the business climate in Montgomery County. By merging economic and workforce development activities the County is able to provide businesses with services and incentives using both economic and workforce development tools. As a result, the programs associated with workforce development such as Maryland Business Works, Rapid Response, workforce training and recruiting, and business services are now used in conjunction with economic development programs. In program years 08 and 09, DED and the WIB will continue to directly link workforce and economic development activities to serve the needs of both job seekers and businesses.

B. TITLE I OPERATIONAL AREAS

1. Collaborative Local Labor Market Plan

Montgomery County has the largest population of any jurisdiction in Maryland with approximately 942,000 residents.¹ The available workforce in Montgomery

¹ U.S. 2005 Projection - Bureau of the Census, Maryland Department of Planning

County averages 505,000, with approximately 495,000 employed.² The unemployment rate has remained one of the lowest in Maryland, averaging 3.1% in PY06.³ While Montgomery County continues to enjoy comparatively low unemployment, low rates of public assistance and excellent high school graduation rates, there is a continued increase of the working poor, a large increase of immigrants and non English speakers, and a great need for trained workers by the county's high technology, healthcare, construction, transportation and service sectors.

Montgomery County's population was 931,000 in 2004 and is expected to pass the 1 million mark in 2010. As its numbers grow, the county continues to become more racially and ethnically diverse. According to the 2003 Census Update Survey in Montgomery County, 68.2 percent of its residents are White (including Hispanics), 14 percent are African-American and another 12 percent are Asian and Pacific Islanders. Those of Hispanic or Latino origin comprise 11.4 percent of the County's residents. Montgomery County has the largest Hispanic and Asian populations in the state; in fact almost half of Maryland's Hispanic/Latino inhabitants live in the county.

Montgomery County's 31,500 businesses employ over 370,000 workers in areas including biotechnology, information technology, telecommunications, software development, aerospace engineering, and various professional services. Based on 2004 data, the top 25 employers located in Montgomery County employ more than 86,000 people, about 23% of the total workforce. These top 25 employers can be grouped into a number of categories, the top five of which are: Services (19,504), Public/Private Medical Research (18,627), Healthcare (15,974), Federal Government (11,790), and Retail (7500).⁴

Montgomery County has a highly diverse economy. With 20% of the local labor force employed in the federal government sector, the remaining workforce is employed in a wide variety of industries related to government contracting, high technology, healthcare and the service industries. The largest employer in Montgomery County is the National Institutes of Health, with more than 18,000 employees. The next largest employer is Giant Food with 7,500 employees. The county is home to 19 federal agencies including the National Institutes of Health, the National Institute of Standards and Technology, and the Food and Drug Administration. Other leading companies that call Montgomery County home include Avaya, Discovery Communications, Verizon, Hughes Network Systems, Human Genome Sciences, IBM, The Institute for Genomic Research, Lockheed Martin, Marriott International. There is also business related growth and hiring in high technology area of biosciences. Low unemployment coupled with layoffs and workforce "churning" indicates not so much a labor shortage as a skills shortage. Addressing the skills shortage requires a unique approach to meet the needs of all stakeholders in the employment process.

² MD Department of Labor, Licensing and Regulation – Office of Labor Market Analysis and Information

³ MD Department of Labor, Licensing and Regulation – Office of Labor Market Analysis and Information

⁴ University of Maryland Shady Grove, APAC Executive Summary, June 2006

To assess the current State and local workforce environment, DWS and its workforce development professionals will use a variety of labor market resources to determine WIB activity and workforce development strategy. These resources include the following:

- a) Strategic Plan for Economic Development, Montgomery County Department of Economic Development
- b) Occupational and Industry projections and reports, Office of Labor Market Information and Analysis, Maryland Department of Labor, Licensing and Regulation
- c) Reports, statistics and BLS data developed by the Office of Labor Market Information and Analysis, Department of Labor, Licensing and Regulation
- d) Longitudinal Employment and Census Data
- e) U.S. Department of Labor's High Growth Industry Projection and Reports
- f) Montgomery County Economic Forces Report, Maryland National Capital Park and Planning Commission
- g) MEETS Project, University of Baltimore
- h) Governor's Workforce Investment Board State of the Workforce Report
- i) Montgomery County Department of Economic Development's Annual Report
- j) Local employer surveys

The Division of Workforce Services will also use the collaborative, service, and information links with partners, trade associations, chambers of commerce, Montgomery College, and other business groups to ensure comprehensive and in-depth understanding of the local labor market as well as accurate and integrated planning processes.

Based upon local labor market data from the above noted resources, the Montgomery County Workforce Investment Board has identified the following high-growth industries in need of trained skilled workers:

- a) Advanced Technology (including biotech, IT, nanotechnology)
- b) Healthcare
- c) Sales, service and retail trades
- d) Construction and transportation

Goals of the local workforce system:

- a) To create a local workforce development system that produces a first class workforce, making the County a prosperous and attractive place for business enterprise.
- b) The workforce will be highly literate, language proficient, motivated, informed, and technologically competent.
- c) The workforce development system will offer residents pathways for career growth and advancement. County residents, from youth through senior citizenship, will be informed, motivated, productive, and competitive in the local economy with skills that meet the needs of the Montgomery County business community.

- d) Workforce development will operate as a system with increasingly strong partnerships, information links, and coordination among programs, stakeholders and the business community.
- e) The workforce needs of Montgomery County are inextricably intertwined with the other local jurisdictions in the Washington Metropolitan area. Therefore, our local workforce development strategies must incorporate a regional approach.

Strategies to be implemented to meet the demands of the local labor market, particularly industries and occupations that are high growth and high demand, include:

- a) Entry into the workforce: Support a strong education system focusing on career development, educating youth K-through-College, and preparing out-of-school youth ages 15-22 for the global economy.
- b) High growth industries: Identify, encourage and develop linkages with training programs and employers to directly train and connect job seekers to demand occupations and industries. Focus Business Service efforts on industry partners. Dedicate a portion of WIA and Maryland Business Works training funds to identified high-growth industry sectors. Use customized training strategies whenever possible to “train for the job.” To develop “industry specific” partnerships and solutions for workforce needs (such as the Sales and Service Learning Center).
- c) The working poor and special needs populations: Provide pathways to advancement for low wage earners, the underemployed, people with disabilities, immigrants, ex-offenders, and senior workers.
- d) Dislocated workers, unemployed adults, and adults in correctional facilities: Get them job ready, trained, prepared and connected to the employer community.
- e) The One-Stop Delivery System: Provide universal service, with specialized services to high-need populations. Create a collaborative system with partners, the business community, local government, faith-based and community organizations, organized labor, etc. Build an employer-friendly one-stop.
- f) Maryland Workforce Exchange: Use this Internet based platform to provide an array of state and regional workforce information, resources and services. Use the system as a “single point of entry” for both job seekers and employers. Collect data on job seekers and employers.
- g) Business & Economic Development: Create business and economic development links to the workforce system. Make the workforce system work for employers. Assist the county attract new business, serve existing businesses, support incubator companies and enhance services for small and minority businesses.

2. Local Area Governance (LWIB)

- (a) The County’s Department of Economic Development, Division of Workforce Services (DWS) is designated as the fiscal and administrative entity for

Workforce Investment Act programs. DED/DWS is responsible for the management and oversight of the County's workforce development activities and also provides staff support to the LWIB. The County Executive and the Workforce Investment Board envision a synergy between workforce and economic development that meets the needs of both job seekers and employers in Montgomery County.

- (1.) The local elected officials (LEO) through their representatives have participated in all phases of the development of the one-stop system. Additionally, presentations to the Montgomery County Executive and County Council members occur at least once each program year. The LEO or designees have provided numerous exchanges of information and guidance. The results of the LWIB oversight of the one-stop system, youth activities and employment and training activities will be shared with the LEO.
- (2.) The LWIB has selected local operators to operate the Montgomery Works one-stop system in the County, which has been fully discussed with and approved by the local elected officials. The current operator consists of the Career Transition Center, Inc., and the Maryland Department of Labor, Licensing and Regulation (formerly known as the Maryland Job Service). Note: At the time of this writing, Montgomery County is engaged in a one stop operator solicitation process in accordance with 20 CFR 662.410. A one stop operator will be selected before June 30, 2007 and will begin operations in early FY08. This plan will be updated once the new one stop operator is designated.
- (3.) Selection of eligible youth service providers is continually based upon a competitive procurement process through the Montgomery County Office of Procurement and DWS with input and recommendations of representatives of the Youth Council. Selection of providers for adult and dislocated workers intensive and training services will be through Montgomery County's procurement process. Modifications to this plan will be submitted accordingly.)
- (4.) A budget jointly developed by County, the WIB and the operators will be shared with the LEO and designated representatives prior to implementation.
- (5.) LWIB will provide guidance on performance measures. The WIB's Program Operations and Evaluation Committee will be responsible for the development and monitoring of the measures. Approval will be the joint responsibility of the LWIB and the County.
- (6.) The LWIB will support developing the Statewide Employment Statistics System under the Wagner-Peyser Act in accordance with instructions from DLLR.
- (7.) Montgomery County has developed a demand-driven, economic

development oriented local workforce system. The merging of the economic and workforce development agencies under the Department of Economic Development has integrated staff and programs that better meet local workforce needs.

3. Local Board Staffing

- a) The WIB is supported by the staff of the Montgomery County Department of Economic Development's Division of Workforce Services (DWS).⁵ WIB staff are employees of local government and funded through local general funds. This allows for greater flexibility in work plan and allows more federal funds to be used for programs and services
- b) The MCWIB is governed by the Montgomery County Board, Committee and Commission system and follows the policies and procedures established by the County.⁶ This includes compliance with the State Open Meetings Act, meeting attendance, minutes, procedures, ethics and liability.
- c) DWS provides program and fiscal management and monitoring of the MontgomeryWorks one-stop system on behalf of the County and the WIB.
- d) The DWS staff develops operating budgets for the WIB. The staff provides all support to the WIB and assists the WIB as it coordinates workforce investment activities with economic development and business services activities.
- e) No WIB staff provide or participate in the delivery of core, intensive or training services. A local management team composed of Maryland DLLR, CTC, Inc., TransCen, Inc. and DED/DWS oversees the one-stop delivery system. Youth services are provided by an organization separate from the WIB and recommended by the Youth Council and approved by the WIB.

4. Youth Council

The Youth Council is a standing committee of the Workforce Investment Board. The Chair of Youth Council must be a business representative of the WIB. The Youth Council is comprised of approximately 20 members in education, business and youth programs that convene monthly to facilitate strategic planning, coordinate services and initiatives, leverage resources, provide oversight and evaluation, develop partnerships, and advocate for youth. The primary mission of the Council is to adequately prepare the youth of Montgomery County to enter the workforce in careers of their choice. The Youth Council will meet regularly as determined by the Council. The Council will coordinate and interact with the LWIB and the local elected officials regarding youth activities/functions as follows:

⁵ See Attachment 1 – DED/DWS and Workforce System Organization Charts

⁶ See Attachment 2 – Montgomery County Executive Order No. 159-02
Attachment 3 – Montgomery County Boards, Committees and Commissions Policy and Procedures

- a. The Youth Council has representatives of all the major stakeholders in youth activities in the county. The focus of the Council will be providing a seamless workforce development opportunity to all youth of the county.
- b. The Council will develop the portions of the local plan that deal with youth. The experience of the Council in providing services to the youth of the county will ensure a full range of services are available for youth in the county.
- c. The Council membership will utilize their experience as operators and observers of youth programs to make recommendations as to the youth service providers that should be selected and utilized.
- d. The Council will determine the monitoring of service providers. Both regularly scheduled monitoring visits will be used in addition to visits which are dictated by progress and outcomes of the providers. DWS staff will perform monitoring.

5. One-Stop System for Service Delivery - MontgomeryWorks

- a. MontgomeryWorks full service one-stop center is located in the Westfield South Office Building in Wheaton, Maryland. Eight of the required WIA partners are currently operating at or immediately adjacent to this location: Career Transition Center (adult and dislocated workers), Wagner-Peyser, Veterans, and Unemployment Insurance (DLLR) and Montgomery College (Carl Perkins), Jewish Council for the Aging (SCSEP), Job Corps, and the MD. Division of Rehabilitation Services. The Wheaton one-stop location has been operational since July 1, 2000. The County's satellite one-stop center is located in Gaithersburg and has been operational since March 2001. The MontgomeryWorks Sales and Service Center has been operational since January 2005 and is an industry driven one stop center focusing on the sales, service and retail industry sector. In May of 2006, the MontgomeryWorks one Stop at the Montgomery County Correctional Facility was opened, bringing a satellite core services one stop center to the local jail population. A MontgomeryWorks web site was brought on-line in June 2000 and updated in 2007. The www.montgomeryworks.com site acts as an "entry point" to the *Maryland Workforce Exchange*. Montgomery's four one-stops are strategically located in two of the high density employment areas in the County – Wheaton (southern county) and Gaithersburg (northern county). The Wheaton location is the larger, full center facility.

MontgomeryWorks - Wheaton Center

11002 Veirs Mill Road
Wheaton, Maryland 20902
Phone: 301-946-1806
Fax: 301-946-4427

MontgomeryWorks - Lakeforest Center

Lakeforest Mall
701 Russell Avenue
Gaithersburg, Maryland 20877
Phone: 301-519-8253
Fax: 301-519-8259

MontgomeryWorks Sales and Service Learning Center

11160 Veirs Mill Road
Suite LLH17
Wheaton, MD 20902
(240) 403-3600

MontgomeryWorks – Montgomery County Correctional Facility

22880 Whelan Lane
Boyd's MD 20841
Phone: 240-773-9839

- b. The one-stop centers are managed by individual supervisors at each location overseen by a management team composed of the Career Transition Center, Inc. (WIA operator), the Maryland DLLR (Wagner-Peyser operator, and TransCen, Inc. (disability services provider), with oversight provided by the Montgomery County Department of Economic Development through its Division of Workforce Services. Beginning July 2004, a one-stop integration plan was launched that included a thorough integration of all WIA, Wagner-Peyser and partner services. The management team handles day-to-day consolidation issues, and works to ensure consolidation of services and a collaborative service delivery system for customers.

Core Services are primarily provided by the Maryland DLLR. Maryland DLLR staffs the resource rooms at the Wheaton location while CTC covers the reception, customer service and in-house workshop functions. The Lakeforest location is exclusively staffed by DLLR, with rotating partners joining on site. WIA Intensive and Training Services are provided by the Career Transition Center. Services provided at the Sales and Service Learning Center are provided by CTC staff with additional services provided by the Montgomery College Division of Adult Education and Literacy. The jail based one stop is operated by CTC staff funded with leveraged resources of WIA and Department of Correction contract funds.

All universal service customers are eligible for a Needs Assessment, registration in the Maryland Workforce Exchange (MWE) system and referral to a partner agency if eligible. Partner services are provided at the one-stop locations by a wide variety of required and optional partner organizations, including those serving people with disabilities, veterans, re-entering offenders, Job Corps, mature workers, and individuals receiving TANF/Food Stamps or participating in housing subsidy programs. Each month, there is a one-stop partner meeting allowing partners as well as core and WIA staff to share ideas, resources, and concerns.

Services provided by each of the required and appropriate optional partners will be integrated and made available through the one-stop system as outlined in each MOU. WIA, Economic Development, DLLR, DORS, Montgomery

College, Job Corps, The Jewish Council on the Aging will provide staff and in-kind services.

Other optional partner services include:

- TransCen Inc. – operates several disability programs including the Maryland Customized Employment Project (MCEP) and the Veterans Workforce Investment grant.
- Department of Correction & Rehabilitation – provides grant funds to CTC, Inc. to provide offender employment services at the one-stop and in the local jail.
- CTC, Inc. – provides additional services including offender re-entry program, Homeless Veterans Services, and the Disability Navigator.
- Marriott Bridges Program – provides disability services to youth.
- Housing Opportunities Commission – provides workshop and linkages with public housing system.
- Montgomery County Department of Health and Human Services – provides information and referral services with the one-stop system.

MontgomeryWorks will serve the needs of the general public through core services offered at the Wheaton one-stop and through information offered on their Internet site and MWE. Clients needing intensive or training services will be linked to specific programs operated by the required partners in the one-stop or by referral to agencies at other locations.

- c. The needs of dislocated workers, displaced homemakers, low-income individuals, older adults, and individuals with language barriers will be served through programs administered by CTC Inc. Programs for migrant and seasonal farm workers, veterans, and information on Unemployment Insurance will be administered by the Maryland DLLR.

Special grants and projects allow the augmentation of services to special populations. The Maryland Customized Employment program is a grant that has allowed partner TransCen, Inc. to implement a unique program working with the severely disabled; the disability navigator program has been fully implemented; the partnership with the Department of Correction and Rehabilitation has allowed the opening of a jail based one stop center providing resources for a special offender re-employment program also run by CTC staff.

MontgomeryWorks has created a special service delivery mechanism that allows job seekers from the Housing Opportunities Commission to connect in a more expeditious and streamlined way with Intensive Services.

Individuals who face unique or specific barriers will receive special partner services and/or Intensive Services where expert staff will collaboratively develop a plan to address and overcome barriers as people move toward self and family sustaining employment.

- d. Faith-based and community organizations continue to play a vital role in the Montgomery workforce development system. St. Luke's Back to Work program provides staff training and direct job seeker services to people who exhibit and request a need for psychiatric support during the job search. The Chinese Cultural and Community Service Association has translated all materials to Mandarin Chinese and provides service within MontgomeryWorks. Jewish Council for the Aging, the Kemp Mill Synagogue Association and numerous other FBCOs play a vital and ever increasing role within the MontgomeryWorks system, especially with the jail based program. We are presently enlisting many local FBCO's through our outreach efforts to work with our jail based one stop. We are working with 7 different FBCO's and have recruited over 12 volunteers.
- e. Copies of each Memorandum of Understanding (MOU) between the Board and the one-stop partners at each Center are attached.⁷

6. Services

a. Adults and Dislocated Workers

- (1) The Career Transition Center, Inc. (CTC) operates the Adult and Dislocated Worker programs at the MontgomeryWorks locations. The following explains the Core, Intensive, and Training Services available to adult and dislocated workers in the MontgomeryWorks system.

Core Services

- Job search assistance
- Access to the Maryland Workforce Exchange
- Eligibility determination
- Job matching and referral
- Career resource library
- Local labor market information
- Internet access
- Phones, fax, and copier use
- Computer lab
- Information on financial aid and unemployment
- Insurance
- On-site recruiting office for employers
- Job matching services for employers

Intensive Services

- Eligibility verification
- Individual career counseling
- Case management
- Development of an individual employment plan
- Intensive job search workshops

⁷ See Attachment 4 – Copies of Partner MOUs

- Pre-vocational or placement services
- Follow-up
- Basic skills and work history assessment
- Career aptitude and interest assessment
- Supportive services
- Pre-screening and testing candidates for employers

Training Services

- Pre-vocational training
- Individual training accounts
- Maryland Business Works
- Business led customized training
- Incumbent worker training

In addition, other agencies provide services to adult and dislocated workers in the area of mental health, credit counseling, housing, job clubs, and a variety of other topics. Services are provided through the Housing Opportunities Commission, Health and Human Services (HHS), the local Department of Labor, Licensing and Regulation (DLLR) several youth service agencies, the Housing Opportunities Commission, Department of Vocational Rehabilitation, the Montgomery County Public Schools, and other local community based organizations. The Housing Opportunities Commission has staff who conduct outreach activities in the county's low-income neighborhoods on a regular basis. The one-stop operator will make access to these programs seamless and reduce duplication of services.

- (2) Supportive Services will be provided. Needs based payments will be paid to participants in training based on availability and when such payment is necessary to sustain transportation, child care and related training expenses as noted on the Individual Service Strategy (ISS). Needs based payments will be based on need and will not exceed \$38.00 per day. Customers who receive benefits and/or transportation or child care assistance from any other source will not be eligible to receive needs based payments. Every effort will be made to partner with other agencies to provide wrap-around support services to ensure client success. Access to support services will be made seamless through one-stop partners, MCDHHS, and the FBCOs. CTC and other partners who provide financial support services will develop a comprehensive fiscal system for disbursement and tracking of payments.
- (3) Needs related payments will not be provided unless mandated by National Reserve programs. In these situations we will follow the prescribed policies of the grant.
- (4) Individual Training Accounts (ITAs) will be used by the one-stop center. Individuals receiving ITAs will already have received core and intensive services.⁸ The following is a brief review of the ITA process:
 - Applicant is registered with Maryland Workforce Exchange

⁸ See Attachment 5 – ITA Policy

- Review of job search log and process
- Most in need, most likely to benefit
- Support service needs assessment
- In-demand occupation review
- Automated approved vendor list
- Suitability of training determination by counselor
- Employment development plan
- Customer review and selection of training vendor
- Customers seeks alternative funds for training augmenting or replacing WIA
- Approval of counselor and operations manager
- Follow-up by one-stop counselor

Montgomery County's one-stop system will have a \$3,500 funding cap on training for Adult and Dislocated Workers. The cap will be extended to \$3750 for the CDL/A program at Montgomery College. The maximum length of training will be one year. The WIB's Program Operations Committee and the full Board will approve any exceptions to the established limit.

In accordance with the WIA eligibility requirements/guidelines for level of payments defined in the Workforce Investment Act, all eligible applicants will be afforded basic readjustment services.

Other training strategies besides ITAs utilized by Montgomery County include customized training and to a very limited degree OJT.

After a thorough assessment it may be determined that a customer is best suited to learning occupational skills through a hands on process, with training provided by a local employer. MontgomeryWorks may recommend an on-the-job training (OJT) experience. With an OJT, an employer agrees to train the individual for those skills the person is lacking. A contract is written to outline skills to be learned, expected time needed to complete training, and the cost of the training based on the rate of pay.

MontgomeryWorks agrees to reimburse the employer for the training at a cost not to exceed one-half of the person's salary for up to 3 months. The OJT will be monitored at least monthly to assure that training is progressing based on the outlined skills in the contract. At the end of the training period, it is expected that the employment will become permanent. OJTs will be limited to 90 days or will be capped at \$3,500.

The basic criteria to be considered for an OJT or Customized Training contract from are:

- a) The Employer is hiring a new employee who meets the WIA eligibility requirements for "Disadvantaged Adults" or "Dislocated Workers"; **and**
- b) the Contractor/Employer agrees to pay at least 50% percent of the participant's training wages that will result in the employee gaining more skills and higher wages; **and**

- c) the employer agrees to retain the employee upon **successful** completion of the training. Specific Wage is considered to be *at least* \$10.00 per hour or a 20 percent (%) increase from the pre-training wage, whichever is greater.

The maximum amount of time for either contract is a six (6) month training period and the maximum amount of training reimbursement is \$3,500 dollars per contract. The Montgomery County WIB may also limit the number of training contracts per employer per year.

- (5) Montgomery County One-Stop Priority of Service Guidelines. Montgomery Works programs are not entitlement programs. MontgomeryWorks provides intensive and training services to eligible participants based on:

- a) Regulations governing the particular program.
- b) Participant eligibility.
 - Dislocated worker programs for persons unemployed through no fault of their own (their unemployment is a result of a downsizing, position elimination, plant closure, etc.)
 - Displaced homemakers who are in need of training and support for future self sufficiency needs.
 - Low-income adults
 - Unemployed adults with a recognized barrier
 - Chronically unemployed adults
- c) Availability of Funds.
 - Funding levels vary throughout the year. The program year ends June 30th and funding may decrease as the end of the program year approaches.
 - Funding is distributed through Maryland's Department of Labor and Licensing Regulation (DLLR) office to 12 areas throughout the state.
 - Procedures for spending training dollars are determined locally. Other locations which provide dislocated worker services may have different procedures.
 - Adult and dislocated worker training funds are to be used to support the skills development of Montgomery County residents.
- d) Eligibility is reserved for County residents (with an exception policy that allows service to a non Montgomery County resident, who resides in the State of Maryland and provided their home area LWIB is unable to serve them.)
- e) Availability of Approved Training Vendors.
 - Training vendors authorized to receive funds in exchange for providing training must be approved by both the WIB and the Maryland Higher Education Commission. Counselors have a list of

approved vendors and will review the list with participants after a employment goal has been agreed on.

- f) Participant Need.
 - Training is provided to an individual with priority given to those participants MontgomeryWorks determines are most in need and most likely to benefit from the training.
 - Preference is given to Veterans per the Veterans' Priority Provisions of the "Jobs for Veterans Act" (PL 107-288). Veterans will always have priority of service on a "first come, first served" basis for all ITAs in Montgomery County until ITA funding is expended in any program year.
 - Training determinations are based on:
 - i) Appropriateness of that training for that individual. Is there labor market demand for the skills to be trained in? Does the career choice match the skills, interests, and values of the participant? Is the participant likely to succeed in that vocation? The answers are determined by the career counselor and participant together.
 - ii) Is the selected vocation one that offers potential for ongoing employment in this area?
 - iii) Has the participant received prior training from MontgomeryWorks AND, after finding re-employment, did the participant notify their MontgomeryWorks counselor?
 - iv) Is the participant a local resident?
 - v) Is the training necessary for the participant to obtain appropriate employment?
 - vi) Is the participant declared most-in-need based on his/her prior occupation, education, barriers, and earnings?
 - vii) Is the benefit of the training reasonable in relation to its cost?
 - g) Veterans' preference per the "Jobs for Veterans Act" (PL 107-288)
 - h) The continuum of services in the three tiers of services will ensure all customers receive the most comprehensive package of services available. This system will ensure that all clients receive core services and those with greater needs receive intensive and training services. Core services will be provided on site at the Wheaton, Lakeforest and jail based one-stop locations. Determination of need for intensive or training services will be guided by WIFI 4-99, Local MontgomeryWorks priority of service guidelines and client need.
- (6) Self-sufficiency will be defined as securing/retaining employment that pays at least the Federal lower living standard. For dislocated workers, self-sufficiency will be determined by a wage at least 70% of their wage at dislocation. This policy is in compliance with WIFI No. 2-99. Inability to retain employment may qualify some individuals for training services. In these cases, a letter from an employer must be furnished stipulating that the

individual will be displaced without the requested training. The employer letter must be consistent with local labor market information.

- (7) Coordination with State Dislocated Worker Unit. When notice of impending downsizing or closings are made known, MontgomeryWorks and the State's Rapid Response unit will coordinate the most effective and appropriate intervention. In most cases this will include an initial fact-finding meeting with human resources or management, followed by employer orientations. Depending on the number of individual affected, on-site registration and readjustment services may be provided.

The local contact for Rapid Response activities will be:

Hugh Bailey
Program Manager
Montgomery County Department of Economic Development
Division of Workforce Services
111 Rockville Pike, Suite 800
Rockville, Maryland 20850
Phone: (240) 777-2007
hugh.bailey@montgomerycountymd.gov

b. Youth

- (1) LAYC- MD Multi-cultural Youth Center (LAYC) will provide year-round services to eligible youth in a variety of venues. The core service is driven by private sector business needs in Montgomery County. Employment opportunities may be part-time or full time, and youth will earn a minimum of \$6.15 an hour or a stipend approved by the LWIB. LAYC staff interview participants to evaluate skills, interests and career goals to make successful private sector referral. The hiring decision is made by the employer. LAYC staff work with employers during the course of employment to ensure the experience contributes to the youth's career development. A training strategy will be developed based on the needs of the individual.

This program will provide workforce development support to at least 100 youth per year (in school and out-of-school) so that they can succeed in the workplace, advance their education and develop as leaders and active citizens. The **LAYC YEAR** has bilingual staff and is an extension of the Latin American Youth Center in Washington, D.C. which has served youth and families for over 30 years.

- (2) Youth services will focus on these major areas:
 - Youth in alternative education programs will receive high quality academic training and reinforcement. Those youth in need will receive GED preparation and testing. Academic assessments will be done with CASAS. Partnerships with Montgomery County

HHS, Adult Education and Juvenile Justice will be instrumental in meeting the needs of these youth.

- With direction from the local Workforce Investment Board, our youth provider will focus its career development and job placement activities in the four local high growth industries: Advanced Technology, Sales and Service, Healthcare and Construction.
 - LAYC has developed strategic partnerships with the National Center for Children and Families, residential program for at-risk youth, Montgomery County Correctional Facility, Montgomery County Public Schools (15 of the 26 public high schools), YMCA, MontgomeryWorks Sales & Service Learning Center LAYC also meets regularly with representatives from juvenile justice service providers (probation, residential treatment facilities, etc).
 - LAYC staff uses the WIA performance measures as its primary parameters regarding successful service delivery. Moreover, additional annual performance goals are negotiated with Montgomery County's Division of Workforce Services on behalf of the WIB. These include recruitment, assessment and placement goals.
- (3) The sixth youth eligibility criteria include youth that “require additional assistance to complete an educational program, or to secure and hold employment.” The specific components making up this criterion include: possessing one or more disabilities, including learning disabilities, pregnant or parenting, gang involved or at- risk of being gang involved and/or current or former foster child.
- (4) The additional barrier determined by the Workforce Investment Board, possessing one or more disabilities, including learning disabilities, pregnant or parenting, gang involved or at risk of being gang involved and/or current or former foster child is there because the WIB identified a significant number of youth with this barrier and few local resources targeting their needs.

7. Customer Flow System

The customer flow process will flow from core to intensive and training and will depend on the needs and desires of the customer. Each customer will be assessed as to their workforce needs and eligibility for services. It is anticipated that this initial eligibility will be done through the local one-stop staff using the Maryland Workforce Exchange and other tools within the one-stop. The following is the progression of services:

Core Services

- Orientation to one-stop services
- Access to Maryland Workforce Exchange
- Job search information
- Eligibility determination
- Job matching and referral
- Career resource library
- Local labor market information
- Internet access
- Phones, fax, and copier use
- Computer lab
- Information on financial aid and unemployment insurance
- On-site recruiting by employers

Intensive Services

- Eligibility verification
- Career Compass Workshop
- Individual career counseling
- Case management
- Development of an individual employment plan
- Intensive job search workshops
- Pre-vocational or placement services
- Follow-up
- Basic skills and work history assessment
- Career aptitude and interest assessment
- Supportive services

Training Services

- Pre-vocational training
- Individual training accounts
- Maryland Business Works
- MBW-HealthCare Initiative
- OJT Training
- Customized training

8. Performance Management

The local WIB in conjunction with the one-stop operators will ensure eligible providers continue to improve and meet the needs of participants and employers in the area. This will be accomplished through meeting and adhering to the Common Performance Measures. Furthermore, additional local measures have been added by the WIB to provide real time performance data independent of the WIA Common Measures. The WIB's Program Operations and Evaluation Committee will take the lead in assessing and analyzing local performance information. In addition, the training vendor "performance report" prepared by MHEC also provides valuable information about the local employment and training system. This information will be available at the physical sites and on the one-stop Internet platform. Other performance management strategies include:

- All providers and counselors will receive at least 4 hours training per year in performance measures including how they are calculated and strategies to meet measures.
- Various criteria are required to be met before an adult or dislocated worker is considered for WIA enrollment. Each participant must attend an ISU orientation where they receive job readiness, orientation and basic skills assessment, as well as career interest, aptitude and motivational assessment. The results of these assessments are used to determine what counseling, intensive service strategies or training options would promote success.
- All customers will be screened to assess motivation and skills to succeed.
- All participants will be tracked to determine that proper criteria are met before they are exited from the system.
- All enrollments and exits of customers will be overseen by the MIS manager.
- MontgomeryWorks employs and utilizes the skill and experience of veteran Career Transition Specialists (career counselors/case managers) who among other things provide follow up with customers, ensure customer satisfaction, and provide support and strategies for job retention that will lead to positive performance outcomes. They collect, verify and enter supplemental data and works closely with the MIS manager to ensure client success.
- Maryland Workforce Exchange, Mathematica and MABs wage records will all be used to collect and verify data.

9. Sunshine Provision

The board will make available on a regular basis through open meetings, public information regarding the activities of the board, including information regarding the local plan, certification of one-stop operators, awards of grants for youth services and on request minutes of formal meetings. As with all Boards and Commissions in Montgomery County, the WIB falls under the provisions of the State of Maryland Open Meetings Act and posts all meeting information and minutes on the www.montgomeryworks.com website and the main Rockville Library.

IV ADMINISTRATIVE PROCEDURES

A. PARTICIPANT ELIGIBILITY PROCESS

There is no change in the local policies and procedures regarding Youth, Adult, and Dislocated Worker participant eligibility, as it relates to WIA. {Reference WIFI No. 2-99}

B. OVERSIGHT AND MONITORING

Montgomery County DWS conducts oversight and monitoring of all WIA activities and those of its sub-recipients and contractors.

1. Montgomery County's Division of Workforce Services conducts semi-annual reviews of all its workforce programs. Each review is done consistent with applicable WIFIs and DLLR monitoring practices. Monitoring typically consists of programmatic and fiscal components. The Board conducts its own review in the spring of each year and programmatic staff conduct one in the fall.
2. The accounting system utilized by Montgomery County allows for the classification of funds by grant, cost category and object/ sub-object code. This system helps ensure that funds are adequately tracked and reported in compliance with federal and State requirements. Staff routinely review expenditures, including expenditures at the sub recipient level, to ensure compliance with the federal and State guidelines regarding allowable costs and cost classification.
3. The ongoing monitoring of program performance, financial data and compliance information by both the MC Workforce Investment Board and DWS staff is intended to ensure that Montgomery County is in compliance with the provision of the Act and regulations and other applicable laws and regulations. In addition, Montgomery County is subject to routine monitoring reviews by staff from DLLR. The reviews by State staff as well as the annual audit provided by the program operator in compliance with OMB circular A-133 are intended to ensure compliance with the WIA requirements.
4. Upon completion of a monitoring review, a monitoring report is prepared to document the monitoring findings and any problems identified during the review. The report will also include required corrective actions if applicable. In the event that corrective actions are necessary, DWS staff will notify the contractor of the deficiencies and require a written response which outlines the corrective actions that will be instituted to address the deficiencies, and the time-frame for implementing corrective actions. The corrective action plan and implementation schedule must be mutually agreed upon by DWS and the contractor.
5. Provisions of technical assistance as necessary and appropriate by DWS will be provided to all WIA sub recipients and contractors. DWS will notify DLLR regarding any needs for technical assistance it may have regarding the implementation and operation of the WIA program. DLLR has the responsibility to provide technical assistance to the local jurisdictions if necessary. The staff of the DWS will be available to provide technical assistance to its WIA partners and its sub recipients as needed. DWS routinely provides assistance and training for both staff and other agencies that are involved in employment and training programs in the county.

6. The WIB and Montgomery County's Department of Economic Development are responsible for overseeing WIA activities in Montgomery County. To facilitate the planning, policy guidance and oversight of the workforce development initiatives in the county, the WIB and the County have designated DWS to oversee the one-stop system, youth activities and employment and training activities under Title I of WIA.

C. GRIEVANCE PROCEDURES / COMPLAINT PROCESSING PROCEDURES

Complaint Procedures

1. A grievance shall be defined as a dispute concerning the interpretation, application, or alleged violation of the regulations, policies and procedures of any of the programs operating in the MontgomeryWorks system, or any other written policy, agreement, or regulation affecting participants, sub-grantees, subcontractors and other interested parties. For purposes of these procedures, the word grantee refers to the Montgomery County DWS.

Each complaint shall be in writing and shall:

- be signed by the complainant or his or her authorized representative;
- contain the complainant's name and address (or specify another means of contacting him or her);
- identify the respondent; and
- describe the complainant's allegations in sufficient detail to allow the grantee to determine whether the complaint falls under the grantee's jurisdiction; was timely filed; and has apparent merit.

Types of Complaints

- a. Complaints Alleging Illegal Discrimination on the Basis of Race, Sex, Color, National Origin, Religious Belief, Age, Personal Disability, Political Affiliation or Belief, and for Beneficiaries Only. Persons alleging discrimination cited above may file a written grievance with MontgomeryWorks or with Montgomery County DWS or the complainant may file such a complaint directly with the Directorate of Civil Rights, Department of Labor (DCR/DOL). The complainant must file the complaint which alleges discrimination within one hundred and eighty (180) days of the alleged occurrence upon which it is based. Montgomery County is required to immediately notify Department of Labor Licensing and Regulation (DLLR) and DCR/DOL of such a complaint using the Notification of Receipt of Complaint Alleging Discrimination Form. The County also serves written notification to the sub-recipient regarding the alleged discrimination complaint. Participants will be given a copy of the written procedures for complaints and signed

documentation of participants receiving this procedure will be kept in each participant's file.⁹

- b. Complaints Not Alleging Illegal Forms of Discrimination. Persons alleging discrimination cited above must file a written grievance within one year of the alleged occurrence upon which it is based, except for complaints alleging fraud or criminal activity. Filing is defined as the act of writing down the complaint and presenting it to the grantee or its sub recipients in accordance with the grantee's procedures.

Complainants with this type of discrimination must exhaust the local grievance procedure. DWS will give written notice to parties involved in the grievance along with date, time and location of hearing. All parties involved will have the opportunity to present evidence, bring witnesses and to cross-examine witnesses. A written decision of the grantee regarding the complaint will be provided to all parties. The parties involved will have the opportunity to be represented by an attorney, friend or anyone of the parties' choice to speak for the parties. There will be audio taping of the hearing and the tape will be kept on file. If under DLLR's jurisdiction, complainants will have a right to request that DLLR review the hearing decision within ten days of receipt of DWS's hearing decision of the complaint. It is the complainants' responsibility to send the written decision of the grantees hearing to DLLR. Complainants will be notified in writing of the complaint process and a copy of notification will be kept in participant's file.

The grantees must hold a hearing within 30 days of the date that the complaint was filed. The grantee must render a written decision within 60 days of date on which the complaint was filed with the grantee. The written decision will include a notification of the participant's right to have the hearing decision reviewed by DLLR.

The complaint may, within 70 days of the date on which the complaint was originally filed, request that the written decision be reviewed by DLLR. If no timely decision is rendered, the complainant may, within 75 days of the date on which the complaint was originally filed, request review by DLLR. It is the complainant's responsibility to send the written decision of the grantee's hearing to DLLR.

DLLR will render a decision on the grantee's written decision within 90 days of the date on which the complaint was originally filed with the grantee or its sub recipient. With the exception of complaints alleging violations of the labor standards at section 143 of the Act, DLLR's decision is final.

⁹ See Attachment 8 – Participant copy of Grievance

2. Remedies for grievances will be limited to:
 - a. Suspension or termination of payments under the WIA title;
 - b. Prohibition of placement of a participant with an employer that has violated any requirement under WIA Title I;
 - c. Where applicable, reinstatement of an employee, payment of lost wages and benefits, and re-establishment of other terms, conditions and privileges of employment; and
 - d. Where appropriate, other equitable relief.
3. Procedures for Processing Grievance.¹⁰

D. NONDISCRIMINATION AND EQUAL OPPORTUNITY PROVISIONS

1. Reasonable Accommodation—With regard to aid, benefits, services, training and employment, Montgomery County, its subcontractors, partners and vendors will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.
2. Communication - Individuals with Disabilities—The County will take reasonable steps provide accommodation to individuals with disabilities. These will include posting signs in Braille, provision of TTY line, and the use of sign language interpreters as necessary.
3. Notice and Communication - Languages other than English—The County will take reasonable steps to accommodate individuals of limited English speaking individuals. These will include the hiring of multi-lingual staff, use of translation services, and the provision of training in other languages to the extent that the provision of such accommodations does not cause undue hardship.

E. PROCUREMENT AND CONTRACTING PROCEDURES

1. Montgomery County DWS will follow all contracting and procurement procedures of the Montgomery County Office of Procurement. This includes the requirement for documented comparative pricing for all purchases between \$5,000 and \$24,999. Purchases over \$25,000 require competitive bidding through a formal RFP process. The County advertises publicly and invitation to bid, citing the nature of the procurement and relevant contact information for interested parties. A formal Request for Proposal is forwarded to all relevant inquirers. Upon receipt of all formal proposals, they are evaluated for the best overall value to the organization which may, or may not, be based on lowest price.

¹⁰ See Attachment 7 – Montgomery County Workforce Investment Area Procedures for Processing a Grievance

The County will ensure and comply with the minimum procurement standards and procedures established by the DOL in 29 CFR Part 97, Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions to States and Local Governments.

- 2 The County will adhere to the standards as set forth under Property Management Procedures in 29 CFR Part 97 in the acquisition, management and disposition of property.
- 3 The County has procedures to avoid conflicts of interest or the appearance of such conflicts in the exercise of its responsibilities, particularly those related to the awarding of contracts. All Board members have been informed of and understand the Policy and have signed or will sign statements attesting to that fact. A copy of the "Conflict of Interest" policy is attached to this document.¹¹

F. FISCAL CONTROLS

1. Accounting Procedures
DWS, as the administrative entity and the grant recipient, uses the Montgomery County Government Financial System (MCGFS) operated by the Montgomery County Department of Finance as well as supplemental manual record keeping by DWS Finance staff. The Montgomery County Department of Finance has the fiduciary responsibility for all funds received and disbursed by the County agencies. Through the use of MCGFS and other supplemental record keeping, DWS assures that all financial transactions are conducted and records maintained in accordance with "General Accepted Accounting Principles."

The financial management system utilized by DWS allows for the:

- a) tracking of obligations, expenditures and assets;
- b) tracking of program income, potential stand-in costs and profits; and
- c) submitting of required fiscal reports to the Maryland Department of Labor, Licensing and Regulation (DLLR) in both a timely and accurate manner.

2. Key Staff Working with WIA Funds
The DWS Finance and Administration unit has the primary responsibility for working with WIA funds. The unit is made up of a Senior Financial Specialist and the Office Services Coordinator. Oversight of the unit is provided by the DWS Director. DWS staff work closely with the Department of Finance, which has the fiduciary responsibility for funds received and disbursed by County agencies.
3. Audit Trail (Tracing of Funds)
DWS uses the Montgomery County Government Financial System (MCGFS) operated by the Montgomery County Department of Finance as well as supplemental manual record keeping by DWS Finance staff. Through the use

¹¹ See Attachment 9 – Conflict of Interest Policy

of MCGFS and other supplemental record keeping, DWS assures that all financial transactions are conducted and records maintained by in accordance with federal WIA requirements.

DWS Finance staff routinely reviews expenditures to ensure compliance with the federal and state guidelines regarding allowable costs and cost classification. Prior to making payments, DWS staff assigns accounting codes to the expenditure report/invoice in order to identify the proper funding source, cost category and line item. DWS staff review all invoices for payments and costs charged in the financial system on a routine basis to ensure that costs are allowable and recorded in the proper account. Adequate supporting documentation is maintained by DWS to permit tracking of funds to a level adequate to establish that funds are not used in violation of WIA standards or United States Department of Labor regulations.

4. Description of Fiscal Procedures:

a. Fiscal Reporting System

DWS has the ability to prepare accurate and timely financial information for both internal management reports and expenditure reports to the Maryland Department of Labor, Licensing and Regulation. DWS uses the Montgomery County Government Financial System (MCGFS) to record and track fiscal information. DWS prints quarterly expenditure reports. The reports include expenditures and encumbrances by grant agreement and cost category. DWS Finance staff has direct access to MCGFS. The system provides current financial information that can be reviewed and printed at any time.

Using the information provided by the MCGFS as well as manually prepared supplemental worksheets, DWS Finance staff prepares monthly financial reports for internal management and quarterly financial reports for submission to the Maryland Department of Labor, Licensing and Regulation (DLLR). Accrued expenditure information applicable to the reporting period is included both in the monthly internal reports and quarterly reports due to the State. An adequate audit trail is available to support the quarterly expenditure information reported to DLLR. Worksheets for each funding source are prepared which include the expenditures from MCGFS, accruals and any adjustments that apply to the reporting period. These worksheets are the basis for preparing State reports and serve as supporting documentation for the quarterly reports.

b. Obligation Control System

The Montgomery County Government Financial System (MCGFS) provides the mechanism for adequate obligation control. The system records the total amount of funds available for each grant, the amount of encumbrances (issued purchase orders), the amount of expenditures and the current balance of available funds. Staff from the Montgomery County Office of Procurement approve and record all contract obligations in the financial management system. This is accomplished by the issuance of contacts and/or purchase orders that generate encumbrances in the

system. All obligations are recorded in the accounting ledgers. A current balance of funds, total funds available minus encumbrances and expenditures, is identified for each grant agreement.

DWS finance staff maintains supplemental records to monitor both obligations and expenditures by funding source, and reviews this information regularly to ensure adequate control over both obligations and expenditures.

c. Individual Training Account (ITA) Payment System

The DWS will not directly administer Individual Training Accounts, but will oversee and approve the process of the subcontractor. Upon award of the subcontract, DWS will insure that the Subcontractors methods and procedures are sufficient to track and report on individual accounts for participants including the total amount of training authorized, individual payments against the account, and the balance of training funds available under each ITA at any given time. All ITAs will receive final approval by the DWS Program Manager or Division Director.

d. Chart of Accounts System

The Chart of Account system utilized by the Montgomery County operates on an encoding system that allows for the classification of funds by funding source, grant, grant detail (year), and sub-object code. The system is comprised of a series of fields (00000 00 0000) which indicate, funding source, grant, grant detail (year) and sub-object code. This system will ensure that funds are adequately tracked and reported in compliance with federal and state requirements.

e. Accounts Payable System

The Montgomery County Department of Finance is responsible for the disbursement of funds. After approval, coding, and being entered in the financial system by DWS finance staff, expenditure invoices are forwarded to the Department of Finance for payment. All disbursements are made by check/ EFT payment. DWS staff closely monitor all transactions to ensure that all payments are charged to the proper grant and cost category.

f. Staff Payroll System

Weekly time and attendance reports are utilized by DWS staff. These reports include attendance information for each day of the week and are signed by the staff person as well as the Director. The information from these reports is entered into the Montgomery County payroll system on a bi-weekly basis. Payroll checks are issued bi-weekly via direct deposit and check. (Note: All DWS staff positions are covered by Montgomery County Funds.) Contractor staff will utilize their own independent payroll systems.

g. Participant Payroll System

The DWS nor any of its sub-recipients process any participant payrolls.

- h. Participant Stipend Payment System
Participant stipend payments are processed and handled entirely by the contracted sub-recipients, based on the submission of regular time sheets.
Participant stipend systems are the sole responsibility of the sub recipients.
- 5. Generally Accepted Accounting Procedures
Through the use of MCGFS and other supplemental record keeping, DWS assures that all financial transactions are conducted and records maintained in accordance with “Generally Accepted Accounting Principles.”
- 6. Cash Management System
DWS staff prepare and submit cash requisitions to the Maryland Department of Labor, Licensing and Regulation (DLLR) on a monthly basis. The total amount of funds requested for each grant includes cash expenses to date. DWS staff maintain a worksheet and an audit trail to support the monthly requests for cash. After funds are made available by Maryland DLLR, the funds are deposited into the Montgomery County bank account and credited to the correct grant account. Procedures are in place to monitor cash balances. Since the DWS receives funds on a reimbursement basis, excess WIA cash will not be kept on hand.

Training providers and contractors request funds from DWS by submitting a monthly expenditure/invoice report. All expenditures/invoices are submitted on a reimbursement basis. DWS finance staff review, approve and properly code all payment requests. After being entered in the financial system by DWS finance staff, expenditure invoices are forwarded to the Department of Finance for review, approval and payment. All disbursements are made by checks issued from the Montgomery County Department of Finance.

7. Cost Allocation Procedures

DWS requires all sub-recipients to maintain a cost allocation system which includes:

- a. Identification of Cost Pools.
Sub-recipients of DWS utilize an Administrative cost pool and a Program cost pool for the accumulation and distribution of staff and operating costs that cannot be directly assigned to a specific funding source or cost category.

DWS assures that these cost allocation methods are both reasonable and consistently applied. DWS will also maintain adequate documentation to support the distribution of costs to the various funding sources and cost categories. Cost that benefit a single funding source and/or cost category will be directly charged. All indirect and unassigned will be identified and accumulated in the cost pools and distributed based on acceptable cost allocation methodologies.

b. Distribution of Staff Costs between Cost Categories

Staff costs are accumulated in a cost pool and distributed to the two WIA cost categories, Administration and Program, based on time distribution reports. The contractor staff time distribution reports are completed on a bi-weekly basis and are signed by each individual, as well as, the appropriate supervisory personnel of the sub recipient. The bi-weekly time distribution reports document the number of hours spent on various program activities on a daily basis. Costs are distributed between the cost categories based on the documented hours worked on each cost category.

c. Distribution of Funds for Each Cost Pool

The Administrative cost pool will be distributed between the various funding sources based on time distribution reports. The Program cost pool will be distributed to the various funding sources based upon direct program expenditures. DWS assures that the method used to distribute costs from the pools to the various funding sources and cost categories will be reasonable and consistently applied for the entire program year. Pools may be distributed monthly, quarterly or annually as is deemed reasonable and appropriate in accordance with Generally Accepted Accounting Standards.

d. Funds Included in each Cost Pool

WIA funds including allocations for the Adult Program, the Youth Program and Dislocated Worker Program, as well as any WIA performance awards and/or other discretionary awards, may be included in all pools. Furthermore, other County funded employment programs may be included in all cost pools.

e. Cost Allocation Plans for One-Stop Centers

The cost allocation plan for the one-stop center has been finalized. The infrastructure costs of the one-stop are covered solely by WIA universal access funds and County funds designated for the one-stop. One stop costs are calculated by square footage and partners contribute to overall costs through staff time contribution. Staff costs for the one-stop will be supported by each organization providing staff.

8. Audits

All governmental and non-profit organizations must follow the audit requirements of OMB Circular A-133. An annual financial and compliance audit will be conducted and submitted to the Department of Labor, Licensing, and Regulation, Division of Workforce Development within thirty (30) days after the completion of the audit report, but no later than nine (9) months after the end of the audit period. Furthermore, the LWIB and the Montgomery County Department of Procurement or fiscal agent insures that all required sub recipient audits and all sub recipient audit resolution procedures are completed. Montgomery County conducts a yearly Single Audit (OMB Circular No. A-133).

9. Debt Collection

Debt collection will normally occur as the result of a disallowed cost being discovered during a fiscal site visit or audit. Upon discovery of a disallowed cost, DWS will notify the subcontractor and produce documentation supporting the disallowed expense and make a request for repayment. If repayment is not made after a specified period time, the subcontractor is re-contacted and requested to reimburse DWS. Should the second effort for recovery fail, additional funding under the subcontractor will be suspended and the matter will be referred for legal action.

G. LOCAL WORKFORCE INVESTMENT BOARD (LWIB) – CHIEF LOCAL ELECTED OFFICIAL (CLEO) WORKING AGREEMENTS

The governing agreement among the LWIB, CLEO and the Operating Partner which clearly delineates each partner's roles and responsibilities, is attached.¹²

H. RESPONSIBILITIES OF THE ONE-STOP SERVICE DELIVERY SYSTEM

1. The County has chosen to designate a one-stop operator through the consortium approach. The consortium will consist of the Career Transition Center, the non-profit providing WIA Title I Adult and Youth services, the Maryland Job Service and Montgomery County DWS. This consortium satisfies the WIA requirement of at least three required partners comprising the operator. The Career Transition Center houses WIA Title I Services, and the Job Service represents Wagner-Peyser, Veterans, unemployment insurance, and TAA.
2. The one-stop operator CTC, Job Service and DWS, will provide a governance partnership responsible for the administration and day-to-day management of the one-stop, Montgomery Works. A MontgomeryWorks One-Stop Management Team, led by DWS will act as a of the consortium partners to provide on-site management of the one-stop.
3. Montgomery Works' two physical locations are strategically located along the corridors of Montgomery County's highest concentration of employers and employees - Wheaton and Gaithersburg. The Wheaton location is the headquarters and the southern county site, where Montgomery College, CTC and Job Service have been co-located and cooperating for the past several years. The Gaithersburg site is located at Lakeforest Mall in the northern part of the county.

¹² See Attachment 9 – LWIB and CLEO Agreement:

1. MOU between Montgomery County, Maryland and Montgomery County Workforce Investment Board.
2. MOU between Montgomery County, Maryland and MontgomeryWorks Operator.

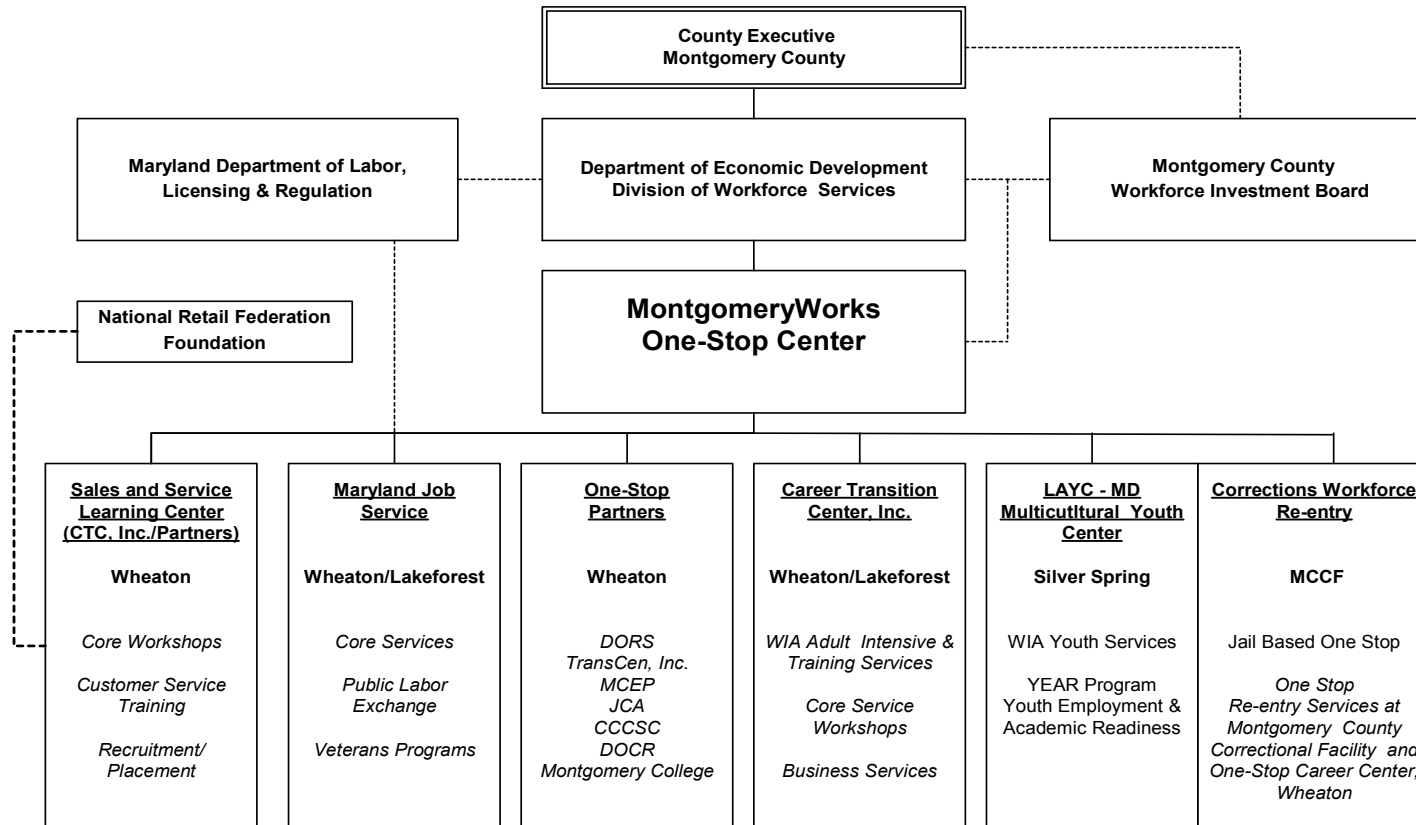
4. Each physical center will provide a minimum of core services for a universal population, and referral to intensive services and training services either on-site at partner and provider locations throughout the County. Each physical center will provide the Maryland Workforce Exchange virtual access, self-service options, career counseling, career libraries, and computer access among other services.
5. Montgomery Works will use the federal WIA performance standards, and universal core services measurements to ensure a high level of services. The one-stop will use a variety of instruments including surveys, focus groups, and other methods to measure customer satisfaction and ensure continuous improvement. MontgomeryWorks has a Program Operations and Evaluation Committee to provide continuous oversight and "report card" evaluation of the one-stop system and the one-stop operators.
6. DWS staff will review and evaluate performance of the one-stop system on a semi-annual basis.
7. DWS is in the process of negotiating the MOUs that will govern activities and collaborations among partner agencies.

I. CONTINUOUS IMPROVEMENT/CONSUMER REPORT

MontgomeryWorks will engage partners in continuous and structure discussion and create mutually agreed-upon measures for ensuring all partners maintain a high level of services and meet the needs of employers. The ongoing Employer Advisory Group will meet with the one-stop operator and the required and optional partners to review services on a quarterly basis.

The one-stop system will ensure the continuous improvement of eligible providers and ensure that providers meet the needs of employers, workers, and job seekers. The one-stop system will monitor eligible providers through site visits, customer feedback and completion and placement rates. Businesses and job seekers will be provided consumer report information through the State's automated approved vendor system. The local WIB will also follow the procedures outlined in WIFI 11-99.

THE MONTGOMERY COUNTY WORKFORCE INVESTMENT SYSTEM





MONTGOMERY COUNTY EXECUTIVE ORDER

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

Subject	Executive Order No.	Subject Suffix
Montgomery County Workforce Investment Board	159-02	
Originating Department	Department Number	Effective Date
Department of Economic Development		7/03/02

WHEREAS,

BACKGROUND

1. The federal Workforce Investment Act of 1998 (Public Law 105-22) (Act) sets forth the guidelines for local areas to administer workforce programs and services in the local workforce investment area.
2. Montgomery County is a local workforce investment area.
3. The Act requires that each local workforce investment area establish a Workforce Investment Board for the purposes of administering the Act and to establish policies to guide and lead the workforce agenda in each local area.
4. Section 117 of the Act establishes the frame work for the appointment and membership of the local Workforce Investment Board.
5. The Act authorizes the chief local elected official in the local area to appoint members to the Workforce Investment Board in accordance with the Act and the guidelines of the State.
6. In carrying out this commitment, the County seeks to strengthen public-private involvement through which County business leaders, government representatives, educators, and organized labor may provide input to policy formulation and oversight of Workforce Investment Act programs and services in the County.
7. The County seeks to strengthen workforce development policies and programs for job seekers and employers that will enhance the social and economic opportunities of its citizens.

ACTION

1. There is established a Montgomery County Workforce Investment Board which is composed of 30 members representing the business community, organized labor, community based organizations, the public schools, the community college, public agencies (including economic development, health and human services, housing, vocational rehabilitation, and job services), and other entities as mandated in the Act.

Revised 4/96



MONTGOMERY COUNTY EXECUTIVE ORDER

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

Subject Montgomery County Workforce Investment Board	Executive Order No. 159-02	Subject Suffix
Originating Department Department of Economic Development	Department Number 	Effective Date 7/03/02

2. The chairperson of the board must be a representative from the business community. The County Executive appoints the first chairperson, who serves for a one-year term. Thereafter, the board elects the chairperson.
3. Members serve a term of 3 years. Initially, the County Executive must appoint 10 members to a one-year term; 10 members to a 2-year term; and 10 members to a 3-year term. Board members may not serve more than 2 consecutive, full terms.
4. The County Executive appoints all members subject to confirmation by the County Council.
5. As provided for in the Act, the composition of the Workforce Investment Board will be as follows:
 - a. 16 members representing a cross section of employers in the local area. These members must include representatives who: (i) are owners of businesses, chief executives or operating officers of businesses, and other business executives or employers with optimum policy making or hiring authority; (ii) represent businesses with employment opportunities that reflect the employment opportunities of the local area; and (iii) are appointed from among individuals nominated by local business organizations and business trade associations;
 - b. 3 members representing community based organizations (including organizations representing individuals with disabilities and veterans);
 - c. 2 members representing labor organizations nominated by local labor federations;
 - d. A member nominated by the Montgomery County Public Schools;
 - e. A member nominated by Montgomery College;
 - f. A member nominated by a four-year college or university;
 - g. A member representing the Montgomery County Department of Economic Development;

Policy and
ProceduresList of Boards,
Committees and
CommissionsMeeting
CalendarVacancy
NoticesCouncil Policy
Regarding
Appointments

Policies and Procedures

Purpose/Introduction

Public participation in boards, committees, and commissions contributes to the work of County government and provides a valuable service to the community by presenting the concerns and viewpoints of County residents on a variety of issues. The purpose of this handbook is to familiarize these participants with Montgomery County's policies and procedures as they relate to service on County committees.

The policies and procedures in this handbook apply to members of the boards, committees and commissions listed on this site.

Appointment Process

Most committees have members who are appointed by the County Executive and confirmed by the County Council, although some committees are appointed by the Council. Committees appointed by the County Council include the Montgomery County Planning Board, the Board of Appeals, and the Merit System Protection Board. Six of the eleven members of the Charter Review Commission are also appointed by the Council.



Applications for membership on all County committees are solicited through press releases to the news media, advertisements on Montgomery County Cable Channel 6, and mailings to umbrella civic associations and community groups that have requested them. Individuals may be on the mailing list maintained by the offices of the County Executive. Notices of vacancies are posted in the government centers and libraries. Press releases describe the duties of the committee for which membership is being solicited, outline special requirements for membership, request a resume including home address and home and office phone numbers, and include a deadline for application. Applicants respond to requests for membership by submitting a letter and resume to the appointing authority indicating interest in serving on a specific committee.

The Council will not consider applications received after an announced deadline for positions on Council-appointed Boards, Committees, and Commissions. However, if a majority of Councilmembers agree to consider late applications, then the time period for receipt of

<http://www.montgomerycountymd.gov/mcgtmpl.asp?url=/content/exec/boards/policy.asp>

4/16/2007

applications will be reopened for all applicants and the deadline for applications will be extended.

In making appointments the appointing authority considers the following: diversity of background and professions; relevant experience and expertise; and geographic, gender and ethnic balance. Some committees have special qualifications (profession, organization membership, etc.) for some or all members. The selection process may include interviews by the County Executive or his designees and/or by the County Council. In the case of appointments made by the County Executive, the names of those selected to serve on a committee are forwarded to the Council for confirmation. When an appointment has been approved by a majority of the Council, the individual receives notice of appointment by mail. The applications and resumes of those who are appointed become public documents.

The length of appointment may vary. Most committees have a standard term of three years. It is generally intended that terms be staggered to allow for continuity. To promote participation, Council policy is that no individual should serve more than two consecutive full terms or serve on more than one committee at any one time, unless two-thirds of the Councilmembers voting grant a waiver and confirm the appointment.

When applying for reappointment, members need to indicate their current employment in their letter of application.

Financial disclosure statements will be required by applicants, in some instances.

Guidelines for Committee Operation

The purpose, membership, and function of each committee is outlined in the law, resolution, or executive order which establishes it. Some boards, committees and commissions are created by County law as required by State and Federal law. The majority are initiated by County Executive and/or County Council action.

Meeting Procedure

The State Open Meetings Act applies to County committees and requires that committees give reasonable advance public notice of meetings. Meetings must be open to the public and be held in an accessible public place. Notices of upcoming meetings are published by the County Executive's Office in an official monthly schedule which is posted in County buildings and distributed to interested citizens and the press. Notice includes the date, time, and place of the meeting. If there is insufficient time to give notice in the official listing, notice of the meeting must be posted in a public place in the building in which the meeting will be held and in either the Executive Office Building or the Council Office Building.

A committee may hold a closed session only for the reasons set forth in the State Open Meetings Act. A statement of the time, place, and purpose of the closed meeting, and a record of the vote of each member by which the meeting was closed must be included in the minutes of the next public meeting. The following reasons merit closing a meeting: discussions of a personnel matter; protection of personal privacy; acquisition of real property; business relocation or expansion; investment of public funds; marketing of public securities; obtaining legal advice; consulting about litigation; collective bargaining; public security; scholastic, licensing, or qualifying examinations; criminal investigations; other legal requirements; or preliminary discussion of procurement issues. A committee should obtain legal advice from the County Attorney's Office before closing a meeting or concluding that a committee function is not subject to the State Open Meetings Act.

Montgomery County, MD - Policies and Procedures

Page 3 of 5

How the chair is selected varies by board, committee or commission. In some cases, the members of the boards, committees or commissions elect their own leaders. In others, the County Executive and/or the County Council appoint the chair and vice chair.

The committee chair is responsible for setting the time and place of meetings and preparing agendas. Unless a committee has adopted rules of procedure or bylaws, committee meetings may be conducted informally, but the parliamentary procedures of Robert's Rules of Order govern formal actions or decisions on controversial matters. Unless specified otherwise in law, a simple majority of membership constitutes a quorum for the transaction of business. The frequency of meetings of a particular board, committee or commission may be prescribed in the legislation which creates the body.

Some committees performing quasi-judicial functions are subject to the Administrative Procedures Act which governs the processing of administrative appeals, ex parte communications, and other matters which require quasi-judicial hearings.

Minutes

The State Open Meetings Act requires public bodies to keep written minutes of all meetings. The minutes should be prepared as soon as practicable and, except for minutes of a closed session, should be open to public inspection during ordinary business hours. The Chair of the committee must designate the appropriate person to record the minutes of the meetings and in the case of public minutes transmit a copy as soon as practicable to the Rockville Regional Library local government documents section. The original minutes should be kept in the official files of the committee. Minutes should include the names of those in attendance; the date, time, and place of the meeting; any items considered during the course of the meeting; all actions taken; and any recorded votes taken.

Reports

At least annually, each committee must report to the County Executive and County Council on the following: the committee's functions, activities, accomplishments, plans and objectives, including recommendations for changes in committee functions. The law or resolution establishing a committee may specify the dates when reports are due or the subjects to be included in the reports. Advisory committees may also wish to testify to the County Council on issues of relevance to their committee responsibilities. Committees that are advisory to the Council and Executive should notify the Office of Intergovernmental Relations prior to presenting testimony or taking a position before other entities such as the State government.

Administration***Attendance***

Unless law provides another method, a member of a committee who misses more scheduled meetings or hearings than the allowed absences, or who misses 3 consecutive meetings, is automatically removed. Allowed absences are as follows:

Number of Meetings Held in One Year	Allowed Absences
1-4	1
5-8	2

9-12	3
13-16	4
17+	5

When a member is removed through absence, the presiding officer of the committee must promptly notify the County Executive and all members of the committee, including the member being removed. The County Executive may waive the resignation for illness, emergency, or other good cause.

Compensation

If compensation is prescribed, it will be established by law, resolution, or appropriation. Members of both compensated and non-compensated boards may request reimbursement for mileage and dependent care at rates established by the County. The member submits the appropriate form and receives a check via mail when the form has been processed.

Staffing

The County Executive and County Council designate staff as liaison for committees. Generally, the role of staff is to assist in providing notice of meetings, recording minutes, transmitting meeting materials, and meeting recordkeeping requirements under supervision of their department or agency head.

Ethics

Generally, the Montgomery County Public Ethics Law prohibits committee members from participating in matters that involve an economic or fiduciary interest of the member. Committee members are also prohibited from participating in a matter that involves an economic interest of a relative. Relatives includes siblings, parents, grandparents, children, grandchildren, a spouse, a spouse's relatives and the spouses of these relatives.

The ethics law prohibits committee members from accepting or soliciting gifts from lobbyists and persons doing business with or regulated by the agency with which the committee is affiliated. A committee member must not solicit a gift while identifiable as a member of the committee unless expressly authorized to do so for the benefit of the County by the appropriate authority.

A committee member must comply with the employment provisions of the ethics law. A committee member is not required to obtain approval for employment with respect to employment held when the member was appointed if the committee member publicly disclosed the employment relationship to the appointing authorities before appointment. A committee member must not seek a contract with the County or take as a client an entity that contracts with or is regulated by the agency with which the committee member is affiliated without first referring the matter to the Ethics Commission. A committee member should not represent a person if the person's interest is adverse to that of the County without first referring the matter to the Ethics Commission.

A committee member must not disclose confidential information or attempt to use the prestige of the member's office for private gain or the gain of another. A committee member must not use an official County agency title or insignia in connection with any private enterprise or use a County facility or property for personal use or the use of another unless the use is generally available to the public.

This description of the public ethics law is intended to provide a general overview only. In specific cases, the ethics law itself should be consulted and, where appropriate, a request for an advisory opinion or waiver made to the Ethics Commission.

Committee chairpersons are responsible for reviewing County Ethics law periodically with committee membership. Each committee member has a responsibility to adhere to the County's sexual harassment and non-discrimination policies.

Liability

Committee members have liability protection under the Local Government Tort Claims Act for actions arising out of their scope of employ, i.e. their committee responsibilities. Committee members will also receive certain medical benefits; this coverage is limited, however, to benefits for reasonable medical treatment comparable to medical benefits payable under the Maryland Workers' Compensation Act. Members must be registered with the County's Risk Management System. Committee members should ask staff for the appropriate form.

Concerns

Concerns about the functioning of committees or their staffing should be addressed to the committee chair and/or to the head of the department which provides staff support for the committee, the County Executive's Special Assistant responsible for Boards, Committees, and Commissions, or to the President of the County Council.



Policy and
Procedures



List of Boards,
Committees and
Commissions



Meeting
Calendar



Vacancy
Notices



Council Policy
Regarding
Appointments

Alert | Awards | Privacy Policy | User Rights | Accessibility | Disclaimer | County Code | RSS
Copyright 2002- 2007 Montgomery County Government All Rights Reserved
Best viewed with IE 5.0 or Netscape 6.0 and higher

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) has been developed in accordance with Section 121(c) of the Workforce Investment Act of 1998 ("WIA"), 29 U.S.C. § 2841(c), and executed between Montgomery County and the Maryland Division of Rehabilitation Services (DORS), a MontgomeryWorks One-Stop Career Center partner.

I. Purpose of Memorandum of Understanding

The purpose of this MOU is to define the parameters within which the MontgomeryWorks One-Stop Career Center will provide services to job seekers, employers, employees, and other interested parties within the local Workforce Investment Area.

The mutual objectives of all partners to this MOU are to provide these services in the most efficient manner possible. This MOU establishes the groundwork for maintaining working relationships that facilitate joint planning and evaluation of services in the One-Stop.

II. Vision and Mission Statements

Vision

A workforce system where every person maximizes his or her career potential through skill development and education for gainful employment, and all employers have the human resources they need to grow and prosper.

Mission

Montgomery County through its workforce development One-Stop Career Center will design and implement a dynamic workforce development system that is recognized by industry as a leader in the State.

III. One-Stop Operator/System

The Career Transition Center, Inc. (CTC, Inc.) and Maryland Department of Labor, Licensing and Regulation (DLLR) have been designated as the One-Stop Operators. The duties of the One-Stop Operators will include the following:

- Design the integration of systems and coordination of services for the One-Stop;
- Manage fiscal responsibility for the Center;
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
- Act as liaison with the WIB and the Center;
- Define and provide means to meet common operational needs;
- Facilitate the sharing and maintenance of data for the One-Stop;
- Continuously assess customer needs and recommend to the WIB actions to meet these needs.

- Respond to One-Stop and community needs; and
- Other duties as required by the local Workforce Investment Board.

IV. Partners

At MontgomeryWorks, each program retains control of its own resources and each partner contributes its costs as in-kind contributions. The only pooled costs are those shared jointly with other partner agencies. The Montgomery County Division of Workforce Services established how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the MontgomeryWorks One-Stop Career Center are to be funded;
- Which costs will be shared; and,
- How shared costs will be allocated.

DORS has agreed to serve as a partner in the MontgomeryWorks One-Stop Career Center and to address the workforce needs of local job-seeking customers with disabilities.

V. Partner Services

MontgomeryWorks One-Stop Career Center offers customers a wide variety of career development opportunities through its partner agencies.

Maryland Division of Rehabilitation Services (DORS)

DORS will be a full-time partner without co-location within the MontgomeryWorks One-Stop Career Center.

- DORS staff will utilize the MontgomeryWorks One-Stop Center in Wheaton, Maryland in order to assist DORS clients and other customers with disabilities.
- DORS will designate a staff person to attend monthly partner meetings in the One-Stop.
- DORS may utilize the One-Stop location at Lakeforest Mall for to assist individuals with disabilities in general job search activities.
- DORS and MontgomeryWorks will refer customers to one another and co-enroll when appropriate. A separate MOU will address client confidentiality. Confidential information will be shared on those customers that are common to both MontgomeryWorks and DORS.
- All participant information required by both parties will be mutually accessible to avoid duplication of services. This information will be shared only to the extent permitted by law and by regulations requiring confidentiality of participant records. All labor market information, job leads, programmatic and participant information as reported in the computerized system will be made available for both parties. Both parties agree, if deemed necessary, to cooperate in developing customer identification, tracking follow-up, evaluation, performance and customer satisfaction data to the extent allowable by each partner's funding stream.

- The County will make available all MontgomeryWorks One-Stop core resources and Core Services to DORS participants -- this includes access to Job Fairs, employment workshops, Maryland Workforce Exchange, Maryland Customized Employment Project, and other core job search and assistance services.
- DORS and MontgomeryWorks staff will collaborate on service delivery when appropriate.
- DORS will provide intake, orientation, and assessments for disabled job-seekers.
- DORS will promote employment of persons with disabilities.
- DORS will provide comprehensive assessments and an individualized Employment Plan.
- DORS will provide guidance and counseling, physical restoration, and training to financially eligible persons with disabilities.
- DORS will provide other services as may be available and appropriate

VI. Resource Sharing and One-Stop Costs

DORS will not be a co-located partner within the MontgomeryWorks One-Stop. Therefore, a Resource Sharing Agreement is not needed at this time.

Federal regulations require that each partner contribute a fair share of the operating costs of the One-Stop system proportionate to the use of the system attributable to each program. After collectively reviewing methods allowable for determining their share of the costs, the partners elected to allocate staff services and resource center costs based on square footage.

The Resource Sharing Agreement (Attachment I), includes a One-Stop budget based upon the costs that will be shared in the center.

The following list of shared costs represents those costs that would be incurred in the provision of customer services.

A. Facilities

1. Rent
2. Utilities – T1 line, phone usage, receptionist
3. Janitorial
4. Maintenance
5. Security

B. Resource Center

1. Supplies
2. Copier
3. Fax Machine
4. Computers
5. Software
6. Paper

C. Staff Services

1. One-Stop Manager (50%)
2. Receptionist(s)

VII. One-Stop Standards

It is agreed that the MontgomeryWorks One-Stop system will strive to achieve the following standard of quality service for its customers, employees and employers. All customers will receive:

1. Prompt and courteous service from staff;
2. Service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals; and
3. Referrals as needed to partner services.

VIII. Performance Measures

DORS agrees to participate in efforts to assess the effectiveness of the One-Stop system. The Department of Labor's Employment Training Administration has instituted common measures that will affect programs administered by six Federal agencies and affect the following DOL programs: Employment Service, Job Corps, WIA, Senior Community Service, Trade Adjustment Act, and Veterans Services. Upon implementation, all partner programs will provide performance information to assist in the calculation of these measures.

Adult Measures

Entered Employment
Employment Retention
Earnings Increase

Youth Measures

Placement in Employment or Education
Attainment of a Degree or Certificate
Literacy and Numeracy Gains

IX. Resolution Process

In the event that an impasse should arise between DORS and Montgomery County regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

1. The parties to this MOU shall first attempt to resolve all disputes by way of a meeting with the designated Montgomery County One-Stop Program Manager.
2. Should these resolution efforts fail, the Partners shall refer the dispute to the Montgomery County Division Director of Workforce Services within 15 days of failure to resolve the dispute.
3. If the impasse is not resolved after implementing procedures in the general MOU, the issue may be arbitrated by the State Superintendent of Schools and the Chief Local Elected Official (CLEO), or their designees.

X. Modification Process

DORS may request, in writing, an amendment to this MOU. The County may amend the

One-Stop Partner MOU whenever it determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

XI. Duration of the MOU

This MOU will become effective as of the date of signing by the final signatory below and shall terminate on June 30, 2007 unless terminated earlier by either party. The MOU may be terminated by either party upon 30 days written notice to the other parties with cause, or upon 90 days written notice to the other parties without cause.

XII. Customer Referral Method between the One-Stop Operator and Partners

All Partner agencies are committed to a customer-friendly and expeditious referral system. MontgomeryWorks will use the Maryland Workforce Exchange ("MWE") to document referrals to partner agencies/services. The MWE will maintain sufficient data to ascertain prior services received, and to document future services needed.

XIII. Applicable Law

The MOU must be construed and enforced according to the Laws of the State of Maryland. The County and the Partners shall comply with all applicable Federal, State, and local laws.

XIV. Confidentiality

The parties agree to maintain confidentiality of records as required by all applicable laws and regulations.

XV. Non-Assignment

No party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of either party.

XVI. Fair Practices Certification

DORS certifies that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation, marital status, race, color, creed, or national origin: (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification: or (c) the physical or mental disability of a qualified individual submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age, or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

DORS specifically agrees that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

XVIII. Drug and Alcohol Free Workplace

DORS will comply with the State of Maryland's policy concerning drug and alcohol free workplaces, as set forth in COMAR 01.01.1989.18 and 21.11.08 and the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F.I., throughout the term of this Agreement.

XIX. Certification Regarding Lobbying

DORS shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) and 29 CFR Part 93.

XX. Debarment and Suspension

DORS shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

The undersigned have executed this Memorandum of Understanding on the date set forth herein.

Montgomery County:

Signature

Name

Title

Date

Maryland Division of Rehabilitation Services

Signature

Name

Title

Date

Montgomery County Workforce Investment Board

Signature

Name

Title

Date

This agreement has been reviewed for legal sufficiency by:

Maryland Division of Rehabilitation Services

Date

Approved as to form and legality by:

Montgomery County Office of the County Attorney

Date

Memorandum of Understanding

This Memorandum of Understanding (MOU) has been developed in accordance with Section 121(c) of the Workforce Investment Act of 1998 ("WIA"), 29 U.S.C. § 2841(c). and executed between Montgomery County and Health and Human Services a MontgomeryWorks One-Stop Career Center partner.

I. Purpose of Memorandum of Understanding

The purpose of this MOU is to define the parameters within which the MontgomeryWorks One-Stop Career Center will provide services to job seekers, employers, employees, and other interested parties within the local Workforce Investment Area.

The mutual objectives of all partners to this MOU are to provide these services in the most efficient manner possible. This MOU establishes the groundwork for maintaining working relationships that facilitate joint planning and evaluation of services in the One-Stop.

II. Vision and Mission Statements

Vision

A workforce system where every person maximizes his or her career potential through skill development and education for gainful employment, and all employers have the human resources they need to grow and prosper.

Mission

Montgomery County through its workforce development One-Stop Career Center will design and implement a dynamic workforce development system that is recognized by industry as a leader in the State.

V. One-Stop Operator/System

The Career Transition Center, Inc (CTC, Inc.) and Maryland Department of Labor, Licensing and Regulation (DLLR) have been designated as the One-Stop Operators. The duties of the One-Stop Operators will include the following:

- Design the integration of systems and coordination of services for the One-Stop;
- Manage fiscal responsibility for the Center;
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
- Act as liaison with the WIB and the Center;
- Define and provide means to meet common operational needs;
- Facilitate the sharing and maintenance of data for the One-Stop;
- Continuously assess customer needs and recommend to the WIB actions to meet these needs.
- Respond to One-Stop and community needs; and

- Other duties as required by the local Workforce Investment Board.

VI. Partners

At MontgomeryWorks, each program retains control of its own resources and each partner contributes its costs as in-kind contributions. The only pooled costs are those shared jointly with other partner agencies. The Montgomery County Division of Workforce Services established how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the MontgomeryWorks One Stop Career Center are to be funded;
- Which costs will be shared and
- How shared costs will be allocated.

HHS has agreed to serve as a partner in the MontgomeryWorks One-Stop Career Center and to address the workforce needs of local job-seeking customers.

V. Partner Services

MontgomeryWorks One-Stop Career Center offers customers a wide variety of career development opportunities through its partner agencies.

Health and Human Services

HHS will be a part-time co-located partner at the MontgomeryWorks One-Stop Career Center.

- HHS will co-locate staff in the MontgomeryWorks One-Stop Center in Wheaton, MD one day per week. During that time an Information and Referral (InR) staff person will be available to refer One-Stop customers to services and resources available through the HHS service delivery system.
- HHS will provide their staff with their own computer to use in the work area.
- HHS will designate this staff person to attend monthly partner meetings in the One-Stop.
- HHS may use the MontgomeryWorks up-county location at Lakeforest Mall for InR referral purposes as long as this is coordinated in advance with the Lakeforest Center Manager.
- HHS and MontgomeryWorks will refer customers back and forth to one another. A separate MOU governing client confidentiality is attached. Confidential information will be shared on those customers that are common to both MontgomeryWorks and HHS. HHS will provide monthly updates on the status of shared customers that have been served by MontgomeryWorks. Similarly, MontgomeryWorks will provide monthly updates on HHS customers that have been referred to One-Stop.

- All participant information required by both parties will be mutually accessible to avoid duplication of services. This information will be shared only to the extent permitted by law and by regulations requiring confidentiality of participant records. All labor market information, job leads, programmatic and participant information as reported in the computerized system will be made available for both parties. Both parties agree, if deemed necessary, to cooperate in developing customer identification, tracking follow-up, evaluation, performance and customer satisfaction data to the extent allowable by each partner's funding stream
- MontgomeryWorks will provide front desk reception services for HHS staff and for their customers.
- MontgomeryWorks will make available all One-Stop core resources and Core Services to HHS participants -- this includes access to Job Fairs, employment workshops, Maryland Workforce Exchange services and other core job search and assistance services.
- MontgomeryWorks will provide HHS with one (1) office cubicle located in the partners section of the One-Stop. The office is equipped as a work station including a chair, desk, telephone and access to copier, fax, and meeting space as needed.
- HHS will bring its own computer. MontgomeryWorks will ensure that there is a T1 line that facilitates internet connectivity. MontgomeryWorks will also provide the use of a phone that includes a private phone line and working voice mail. MontgomeryWorks will provide two rolling file cabinets with locking capability. Keys to the filing cabinets will be provided with a copy held by the assigned partner manager.

VI. Resource Sharing and One-Stop Costs

Federal regulations require that each partner contribute a fair share of the operating costs of the One-Stop system proportionate to the use of the system attributable to each program. After collectively reviewing methods allowable for determining their share of the costs, the partners elected to allocate staff services and resource center costs based on square footage.

The Resource Sharing Agreement (Attachment I) includes a One-Stop budget based upon the costs that will be shared in the center.

The following list of shared costs represents those costs that would be incurred in the provision of customer services.

- D. Facilities
 - 1. Rent
 - 2. Utilities – T1 line, phone usage, receptionist
 - 3. Janitorial

- 4. Maintenance
- 5. Security
- E. Resource Center
 - 1. Supplies
 - 2. Copier
 - 3. Fax Machine
 - 4. Computers
 - 5. Software
 - 6. Paper
- F. Staff Services
 - 1. One-Stop Manager (50%)
 - 2. Receptionist

VII. One-Stop Standards

It is agreed that the MontgomeryWorks One-Stop system will strive to achieve the following standard of quality service for its customers, employees and employers. All customers will receive:

- 1. Prompt and courteous service from staff;
- 2. Service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals; and
- 3. Referrals as needed partner services.

VIII. Performance Measures

HHS agrees to participate in efforts to assess the effectiveness of the One-Stop system. The Department of Labor's Employment Training Administration has instituted common measures that will affect programs administered by six Federal agencies and affect the following DOL programs: Employment Service, Job Corps, WIA, Senior Community Service, Trade Adjustment Act, and Veterans Services. Upon implementation, all partner programs will provide performance information to assist in the calculation of these measures.

Adult Measures

Entered Employment
Employment Retention
Earnings Increase

Youth Measures

Placement in Employment or Education
Attainment of a Degree or Certificate
Literacy and Numeracy Gains

IX. Resolution Process

In the event that an impasse should arise between HHS and Montgomery County regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

- 1. The parties to this MOU shall first attempt to resolve all disputes by way of a meeting with the MontgomeryWorks Partner coordinator and a representative of the Workforce Investment Board.

2. Should these resolution efforts fail, the Partners shall refer the dispute to the Director of the Workforce Investment Board within 15 days of failure to resolve the dispute.
3. If an agreement cannot be reached, the Chair of the Montgomery County Workforce Investment Board will serve as the final arbitrator

X. Modification Process

HHS may request, in writing, an amendment to this MOU. The County may amend the One-Stop Partner MOU whenever the County determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

XI. Duration of the MOU

This MOU is entered into July 1, 2005. This MOU will become effective as of the date of signing by the final signatory below and shall expire on June 30, 2007 unless terminated earlier by either party. The MOU may be terminated by either party upon 30 days written notice to the other parties with cause, or upon 90 days written notice to the other parties without cause.

XII. Customer Referral Method between the One-Stop Operator and Partners

All Partner agencies are committed to a customer-friendly and expeditious referral system. MontgomeryWorks will use the Maryland Workforce Exchange ("MWE") to document referrals to partner agencies/services. The MWE will maintain sufficient data to ascertain prior services received, and to document future services needed.

XIII. Applicable Law

The MOU must be construed and enforced according to the Laws of the State of Maryland. The LWIA and the Partners shall comply with all applicable Federal, State, and local laws.

XIV. Confidentiality

The parties agree to maintain confidentiality of records as required by all applicable laws and regulations.

XV. Non-Assignment

No party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of either party.

XVI. Fair Practices Certification

The COUNTY and HHS certify that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation,

marital status, race, color, creed, or national origin: (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification: or (c) the physical or mental disability of a qualified individual submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age, or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

The COUNTY and HHS specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

XVIII. Drug and Alcohol Free Workplace

The COUNTY and HHS will comply with the State of Maryland's policy concerning drug and alcohol free workplaces, as set forth in COMAR 01.01.1989.18 and 21.11.08 and the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F.I. The LWIA and the Partners must remain in compliance with these policies throughout the term of this Agreement.

XIX. Certification Regarding Lobbying

The COUNTY and HHS shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) and 29 CFR Part 93.

XX. Debarment and Suspension

The COUNTY and HHS shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

In Witness Whereof, the undersigned have executed this Memorandum of Understanding on or before the date set forth herein.

Montgomery County:

By:

Signature

Name

Title

Date

Heath and Human Services:

By:

Signature

Name

Title

Date

Approved as to form and legality by the
Office of the County Attorney

Assistant County Attorney

Date: _____

Memorandum of Understanding

This Memorandum of Understanding (MOU) has been developed in accordance with Section 121(c) of the Workforce Investment Act of 1998 ("WIA"), 29 U.S.C. § 2841(c), and executed between Montgomery County and the Jewish Council for the Aging (JCA) a MontgomeryWorks One-Stop Career Center partner.

I. Purpose of Memorandum of Understanding

The purpose of this MOU is to define the parameters within which the MontgomeryWorks One-Stop Career Center will provide services to job seekers, employers, employees, and other interested parties within the local Workforce Investment Area.

The mutual objectives of all partners to this MOU are to provide these services in the most efficient manner possible. This MOU establishes the groundwork for maintaining working relationships that facilitate joint planning and evaluation of services in the One-Stop.

II. Vision and Mission Statements

Vision

A workforce system where every person maximizes his or her career potential through skill development and education for gainful employment, and all employers have the human resources they need to grow and prosper.

Mission

Montgomery County through its workforce development One-Stop Career Center will design and implement a dynamic workforce development system that is recognized by industry as a leader in the State.

VII. One-Stop Operator/System

The Career Transition Center, Inc (CTC, Inc.) and Maryland Department of Labor, Licensing and Regulation (DLLR) have been designated as the One-Stop Operators. The duties of the One-Stop Operators will include the following:

- Design the integration of systems and coordination of services for the One-Stop;
- Manage fiscal responsibility for the Center;
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
- Act as liaison with the WIB and the Center;
- Define and provide means to meet common operational needs;
- Facilitate the sharing and maintenance of data for the One-Stop;
- Continuously assess customer needs and recommend to the WIB actions to meet these needs.
- Respond to One-Stop and community needs; and

- Other duties as required by the local Workforce Investment Board.

VIII. Partners

At MontgomeryWorks, each program retains control of its own resources and each partner contributes its costs as in-kind contributions. The only pooled costs are those shared jointly with other partner agencies. The Montgomery County Division of Workforce Services established how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the MontgomeryWorks One Stop Career Center are to be funded;
- Which costs will be shared and
- How shared costs will be allocated.

JCA has agreed to serve as a partner in the MontgomeryWorks One-Stop Career Center and to address the workforce needs of local job-seeking customers.

V. Partner Services

MontgomeryWorks One-Stop Career Center offers customers a wide variety of career development opportunities through its partner agencies.

Jewish Council for the Aging

JCA will be a part-time co-located partner at the MontgomeryWorks One-Stop Career Center.

- JCA will co-locate staff in the MontgomeryWorks One-Stop Center in Wheaton, MD one day per week. During this time that staff person will assist older workers in their job-search efforts.
- JCA will provide their staff with their own computer to use in the work area.
- JCA will designate a staff member to attend monthly MontgomeryWorks partner meetings.
- JCA may use the MontgomeryWorks up-county location at Lakeforest Mall for recruitment or meeting purposes as long as this is coordinated in advance with the Lakeforest Center Manager.
- MontgomeryWorks will provide front desk reception services for JCA staff and customers.
- MontgomeryWorks will make available all One-Stop core resources and Core Services to JCA Senior Participants -- this includes access to Job Fairs, employment workshops, Maryland Workforce Exchange services and other core job search and assistance services.

- MontgomeryWorks will provide JCA with one (1) office cubicle located in the partners section of the one stop. The office is equipped as a work station including a chair, desk, telephone and access to copier, fax, and meeting space as needed.

VI. Resource Sharing and One-Stop Costs

Federal regulations require that each partner contribute a fair share of the operating costs of the One-Stop system proportionate to the use of the system attributable to each program. After collectively reviewing methods allowable for determining their share of the costs, the partners elected to allocate staff services and resource center costs based on square footage.

The Resource Sharing Agreement (Attachment I) includes a One-Stop budget based upon the costs that will be shared in the center.

The following list of shared costs represents those costs that would be incurred in the provision of customer services.

- G. Facilities
 - 1. Rent
 - 2. Utilities – T1 line, phone usage, receptionist
 - 3. Janitorial
 - 4. Maintenance
 - 5. Security
- H. Resource Center
 - 1. Supplies
 - 2. Copier
 - 3. Fax Machine
 - 4. Computers
 - 5. Software
 - 6. paper
- I. Staff Services
 - 1. One-Stop Manager (50%)
 - 2. Receptionist

VII. One-Stop Standards

It is agreed that the MontgomeryWorks One-Stop system will strive to achieve the following standard of quality service for its customers, employees and employers. All customers will receive:

- 1. Prompt and courteous service from staff;
- 2. Service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals; and
- 3. Referrals as needed partner services.

VIII. Performance Measures

JCA agrees to participate in efforts to assess the effectiveness of the One-Stop system. The Department of Labor's Employment Training Administration has instituted common measures that will affect programs administered by six Federal agencies and affect the following DOL programs: Employment Service, Job Corps, WIA, Senior Community Service, Trade Adjustment Act, and Veterans Services. Upon implementation, all partner programs will provide performance information to assist in the calculation of these measures.

Adult Measures

Entered Employment
Employment Retention
Earnings Increase

Youth Measures

Placement in Employment or Education
Attainment of a Degree or Certificate
Literacy and Numeracy Gains

IX. Resolution Process

In the event that an impasse should arise between JCA and the Montgomery County regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

1. The parties to this MOU shall first attempt to resolve all disputes by way of a meeting with the MontgomeryWorks Partner coordinator and a representative of the Workforce Investment Board.
2. Should these resolution efforts fail, the Partners shall refer the dispute to the Director of the Workforce Investment Board within 15 days of failure to resolve the dispute.
3. If an agreement cannot be reached, the Chair of the Montgomery County Workforce Investment Board will serve as the final arbitrator

X. Modification Process

JCA may request, in writing, an amendment to this MOU. The County may amend the One-Stop Partner MOU whenever it determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

XI. Duration of the MOU

This MOU is entered into July 1, 2005. This MOU will become effective as of the date of signing by the final signatory below and shall expire on June 30, 2007 unless terminated earlier by either party. The MOU may be terminated by either party upon 30 days written notice to the other parties with cause, or upon 90 days written notice to the other parties without cause.

XII. Customer Referral Method between the One-Stop Operator and Partners

All Partner agencies are committed to a customer-friendly and expeditious referral

system. MontgomeryWorks will use the Maryland Workforce Exchange (“MWE”) to document referrals to partner agencies/services. The MWE will maintain sufficient data to ascertain prior services received, and to document future services needed.

XIII. Applicable Law

The MOU must be construed and enforced according to the Laws of the State of Maryland. The LWIA and the Partners shall comply with all applicable Federal, State, and local laws.

XIV. Confidentiality

The parties agree to maintain confidentiality of records as required by all applicable laws and regulations.

XV. Non-Assignment

No party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of either party.

XVI. Fair Practices Certification

The COUNTY and JCA certify that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation, marital status, race, color, creed, or national origin; (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification; or (c) the physical or mental disability of a qualified individual submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age, or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

The COUNTY and JCA specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

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The COUNTY and JCA will comply with the State of Maryland’s policy concerning drug and alcohol free workplaces, as set forth in COMAR 01.01.1989.18 and 21.11.08 and the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F.I. The LWIA and the Partners must remain in compliance with these policies throughout the term of this Agreement.

XIX. Certification Regarding Lobbying

The COUNTY and JCA shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) and 29 CFR Part 93.

XX. Debarment and Suspension

The COUNTY and JCA shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

In Witness Whereof, the undersigned have executed this Memorandum of Understanding on or before the date set forth herein.

Montgomery County:

By:

Signature

Name

Title

Date

Jewish Council for the Aging, Inc.:

By:

Signature

Name

Title

Date

Approved as to form and legality by the
Office of the County Attorney

Assistant County Attorney

Date: _____

Memorandum of Understanding

This Memorandum of Understanding (MOU) has been developed in accordance with Section 121(c) of the Workforce Investment Act of 1998 ("WIA"), 29 U.S.C. § 2841(c). and executed between Montgomery County and Career Development Services, LLC a MontgomeryWorks One-Stop Career Center partner.

I. Purpose of Memorandum of Understanding

The purpose of this MOU is to define the parameters within which the MontgomeryWorks One-Stop Career Center will provide services to job seekers, employers, employees, and other interested parties within the local Workforce Investment Area.

The mutual objectives of all partners to this MOU are to provide these services in the most efficient manner possible. This MOU establishes the groundwork for maintaining working relationships that facilitate joint planning and evaluation of services in the One-Stop.

II. Vision and Mission Statements

Vision

A workforce system where every person maximizes his or her career potential through skill development and education for gainful employment, and all employers have the human resources they need to grow and prosper.

Mission

Montgomery County through its workforce development One-Stop Career Center will design and implement a dynamic workforce development system that is recognized by industry as a leader in the State.

IX. One-Stop Operator/System

The Career Transition Center, Inc (CTC, Inc.) and Maryland Department of Labor, Licensing and Regulation (DLLR) have been designated as the One-Stop Operators. The duties of the One-Stop Operators will include the following:

- Design the integration of systems and coordination of services for the One-Stop;
- Manage fiscal responsibility for the Center;
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
- Act as liaison with the WIB and the Center;
- Define and provide means to meet common operational needs;
- Facilitate the sharing and maintenance of data for the One-Stop;
- Continuously assess customer needs and recommend to the WIB actions to meet these needs.
- Respond to One-Stop and community needs; and
- Other duties as required by the local Workforce Investment Board.

X. Partners

At MontgomeryWorks, each program retains control of its own resources and each partner contributes its costs as in-kind contributions. The only pooled costs are those shared jointly with other partner agencies. The Montgomery County Division of Workforce Services established how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the MontgomeryWorks One Stop Career Center are to be funded;
- Which costs will be shared and
- How shared costs will be allocated.

Career Development Services, LLC has agreed to serve as a partner in the MontgomeryWorks One-Stop Career Center and to address the workforce needs of local job-seeking customers.

V. Partner Services

MontgomeryWorks One-Stop Career Center offers customers a wide variety of career development opportunities through its partner agencies.

Career Development Services, LLC

Career Development Services, LLC will be a full-time co-located partner at the MontgomeryWorks One-Stop Career Center.

- Career Development Services, LLC will co-locate staff in the MontgomeryWorks One-Stop Center in Wheaton, MD five days per week. (This schedule can be changed based upon the staffing needs of Career Development Services.)
- The following Career Development Services, LLC staff will be assigned to MontgomeryWorks: Mayra Diaz (Intake and Recruitment)
- Career Development Services, LLC will provide their staff with their own computer to use in the work area.
- Career Development Services, LLC will assign Mayra Diaz as a member of the Montgomery County WIB's Youth council, participating in bi-monthly evening youth council meetings.
- Career Development Services, LLC may use the MontgomeryWorks up-county location at Lakeforest Mall for recruitment or meeting purposes as long as this is coordinated in advance with the Lakeforest Center Manager.
- Career Development Services will work closely with Montgomery County's WIA youth vendor to ensure these youth customers are afforded opportunities for Job Corps participation.

- MontgomeryWorks will provide front desk reception services for Career Development Services staff and for Job Corps customers.
- MontgomeryWorks will make available all One-Stop core resources and Core Services to Job Corps participants -- this includes access to Job Fairs, employment workshops, Maryland Workforce Exchange services and other core job search and assistance services.
- MontgomeryWorks will provide Career Development Services, LLC with one (1) office cubicle located in the partners section of the one stop. The office is equipped as a work station including a chair, desk, telephone and access to copier, fax, and meeting space as needed.

VI. Resource Sharing and One-Stop Costs

Federal regulations require that each partner contribute a fair share of the operating costs of the One-Stop system proportionate to the use of the system attributable to each program. After collectively reviewing methods allowable for determining their share of the costs, the partners elected to allocate staff services and resource center costs based on square footage.

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 - 5. Security
- K. Resource Center
 - 1. Supplies
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Adult Measures

Entered Employment
Employment Retention
Earnings Increase

Youth Measures

Placement in Employment or Education
Attainment of a Degree or Certificate
Literacy and Numeracy Gains

IX. Resolution Process

In the event that an impasse should arise between Career Development Services, LLC and the Montgomery County regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

1. The parties to this MOU shall first attempt to resolve all disputes by way of a meeting with the MontgomeryWorks Partner coordinator and a representative of the Workforce Investment Board.
2. Should these resolution efforts fail, the Partners shall refer the dispute to the Director of the Workforce Investment Board within 15 days of failure to resolve the dispute.
3. If an agreement cannot be reached, the Chair of the Montgomery County Workforce Investment Board will serve as the final arbitrator

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Career Development Services, LLC may request, in writing, an amendment to this MOU. The County may amend the One-Stop Partner MOU whenever it determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

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This MOU is entered into July 1, 2005. This MOU will become effective as of the date of signing by the final signatory below and shall expire on June 30, 2007 unless terminated earlier by either party. The MOU may be terminated by either party upon 30 days written notice to the other parties with cause, or upon 90 days written notice to the other parties without cause.

XII. Customer Referral Method between the One-Stop Operator and Partners

All Partner agencies are committed to a customer-friendly and expeditious referral system. MontgomeryWorks will use the Maryland Workforce Exchange ("MWE") to document referrals to partner agencies/services. The MWE will maintain sufficient data to ascertain prior services received, and to document future services needed.

XIII. Applicable Law

The MOU must be construed and enforced according to the Laws of the State of Maryland. The LWIA and the Partners shall comply with all applicable Federal, State, and local laws.

XIV. Confidentiality

The parties agree to maintain confidentiality of records as required by all applicable laws and regulations.

XV. Non-Assignment

No party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of either party.

XVI. Fair Practices Certification

The COUNTY and Career Development Services, LLC certify that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation, marital status, race, color, creed, or national origin: (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification: or (c) the physical or mental disability of a qualified individual submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age, or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

The COUNTY and Career Development Services, LLC specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

XVIII. Drug and Alcohol Free Workplace

The COUNTY and Career Development Services, LLC will comply with the State of Maryland's policy concerning drug and alcohol free workplaces, as set forth in COMAR 01.01.1989.18 and 21.11.08 and the Drug-Free Workplace Act of 1988, and its implementing regulations codified at 29 CFR 98, Subpart F.I. The LWIA and the Partners must remain in compliance with these policies throughout the term of this Agreement.

XIX. Certification Regarding Lobbying

The COUNTY and Career Development Services, LLC shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) and 29 CFR Part 93.

XX. Debarment and Suspension

The COUNTY and Career Development Services, LLC shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

In Witness Whereof, the undersigned have executed this Memorandum of Understanding on or before the date set forth herein.

Montgomery County:

By:

Signature

Name

Title

Date

Career Development Services, LLC, Inc.:

By:

Signature

Name

Title

Date

Approved as to form and legality by the
Office of the County Attorney

Assistant County Attorney

Date: _____

Memorandum of Understanding

This Memorandum of Understanding (MOU) has been developed in accordance with Section 121(c) of the Workforce Investment Act of 1998 ("WIA"), 29 U.S.C. § 2841(c). and executed between Montgomery County and TransCen, Inc. a MontgomeryWorks One-Stop Career Center partner.

I. Purpose of Memorandum of Understanding

The purpose of this MOU is to define the parameters within which the MontgomeryWorks One-Stop Career Center will provide services to job seekers, employers, employees, and other interested parties within the local Workforce Investment Area.

The mutual objectives of all partners to this MOU are to provide these services in the most efficient manner possible. This MOU establishes the groundwork for maintaining working relationships that facilitate joint planning and evaluation of services in the One-Stop.

II. Vision and Mission Statements

Vision

A workforce system where every person maximizes his or her career potential through skill development and education for gainful employment, and all employers have the human resources they need to grow and prosper.

Mission

Montgomery County through its workforce development One-Stop Career Center will design and implement a dynamic workforce development system that is recognized by industry as a leader in the State.

XI. One-Stop Operator/System

The Career Transition Center, Inc (CTC, Inc.) and Maryland Department of Labor, Licensing and Regulation (DLLR) have been designated as the One-Stop Operators. The duties of the One-Stop Operators will include the following:

- Design the integration of systems and coordination of services for the One-Stop;
- Manage fiscal responsibility for the Center;
- Evaluate customer needs and satisfaction data to continually refine and improve service strategies;
- Act as liaison with the WIB and the Center;
- Define and provide means to meet common operational needs;
- Facilitate the sharing and maintenance of data for the One-Stop;
- Continuously assess customer needs and recommend to the WIB actions to meet these needs.
- Respond to One-Stop and community needs; and

- Other duties as required by the local Workforce Investment Board.

XII. Partners

At MontgomeryWorks, each program retains control of its own resources and each partner contributes its costs as in-kind contributions. The only pooled costs are those shared jointly with other partner agencies. The Montgomery County Division of Workforce Services established how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the MontgomeryWorks One Stop Career Center are to be funded;
- Which costs will be shared and
- How shared costs will be allocated.

TransCen, Inc. has agreed to serve as a partner in the MontgomeryWorks One-Stop Career Center and to address the workforce needs of local job-seeking customers.

V. Partner Services

MontgomeryWorks One-Stop Career Center offers customers a wide variety of career development opportunities through its partner agencies.

TransCen, Inc.

TransCen will be a full-time partner at the MontgomeryWorks One-Stop Career Center.

- TransCen will co-locate staff in the MontgomeryWorks One-Stop Center in Wheaton, MD five days per week. Staff will be involved in the following activities
 - provide MCEP grant coordination and implementation
 - provide One-Stop partnership coordination
 - provide management and supervision to the veterans workforce grant
 - provide state-wide leadership and coordination for the Disability Navigator program
- MontgomeryWorks will provide front desk reception services for TransCen and its customers.
- MontgomeryWorks will make available all One-Stop core resources and Core Services to TransCen participants -- this includes access to Job Fairs, employment workshops, Maryland Workforce Exchange services and other core job search and assistance services.
- MontgomeryWorks will provide TransCen with one (1) enclosed office located in the partners section of the One-stop. The office is equipped with two work stations that include chairs, desks, telephones and access to copier, fax, and meeting space as needed.

VI. Resource Sharing and One-Stop Costs

Federal regulations require that each partner contribute a fair share of the operating costs of the One-Stop system proportionate to the use of the system attributable to each

program. After collectively reviewing methods allowable for determining their share of the costs, the partners elected to allocate staff services and resource center costs based on square footage.

The Resource Sharing Agreement (Attachment I) includes a One-Stop budget based upon the costs that will be shared in the center.

The following list of shared costs represents those costs that would be incurred in the provision of customer services.

- M. Facilities
 - 1. Rent
 - 2. Utilities – T1 line, phone usage, receptionist
 - 3. Janitorial
 - 4. Maintenance
 - 5. Security
- N. Resource Center
 - 1. Supplies
 - 2. Copier
 - 3. Fax Machine
 - 4. Computers
 - 5. Software
 - 6. paper
- O. Staff Services
 - 1. One-Stop Manager (50%)
 - 2. Receptionist

VII. One-Stop Standards

It is agreed that the MontgomeryWorks One-Stop system will strive to achieve the following standard of quality service for its customers, employees and employers. All customers will receive:

- 1. Prompt and courteous service from staff;
- 2. Service(s) designed to assist customers (both job seekers and employers) in achieving their educational and/or employment goals; and
- 3. Referrals as needed partner services.

VIII. Performance Measures

TransCen, Inc agrees to participate in efforts to assess the effectiveness of the One-Stop system. The Department of Labor's Employment Training Administration has instituted common measures that will affect programs administered by six Federal agencies and affect the following DOL programs: Employment Service, Job Corps, WIA, Senior Community Service, Trade Adjustment Act, and Veterans Services. Upon implementation, all partner programs will provide performance information to assist in the calculation of these measures.

Adult Measures

Entered Employment
Employment Retention
Earnings Increase

Youth Measures

Placement in Employment or Education
Attainment of a Degree or Certificate
Literacy and Numeracy Gains

IX. Resolution Process

In the event that an impasse should arise between TransCen and Montgomery County regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

1. The parties to this MOU shall first attempt to resolve all disputes by way of a meeting with the MontgomeryWorks Partner coordinator and a representative of the Workforce Investment Board.
2. Should these resolution efforts fail, the Partners shall refer the dispute to the Director of the Workforce Investment Board within 15 days of failure to resolve the dispute.
3. If an agreement cannot be reached, the Chair of the Montgomery County Workforce Investment Board will serve as the final arbitrator

X. Modification Process

TransCen may request, in writing, an amendment to this MOU. The County may amend the One-Stop Partner MOU whenever it determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

XI. Duration of the MOU

This MOU is entered into July 1, 2005. This MOU will become effective as of the date of signing by the final signatory below and shall expire on September 30, 2006 unless terminated earlier by either party. The MOU may be terminated by either party upon 30 days written notice to the other parties with cause, or upon 90 days written notice to the other parties without cause.

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All Partner agencies are committed to a customer-friendly and expeditious referral system. MontgomeryWorks will use the Maryland Workforce Exchange ("MWE") to document referrals to partner agencies/services. The MWE will maintain sufficient data to ascertain prior services received, and to document future services needed.

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XVI. Fair Practices Certification

The County and TransCen certify that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation, marital status, race, color, creed, or national origin; (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification; or (c) the physical or mental disability of a qualified individual submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age, or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

The County and TransCen specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

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XX. Debarment and Suspension

The County and TransCen shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

In Witness Whereof, the undersigned have executed this Memorandum of Understanding on or before the date set forth herein.

Montgomery County:
By:

Signature

Name

Title

Date

TransCen, Inc.:
By:

Signature

Name

Title

Date

Approved as to form and legality by the
Office of the County Attorney

Assistant County Attorney

Date: _____

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- Design the integration of systems and coordination of services for the One-Stop;
- Manage fiscal responsibility for the One-Stop;
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- Act as liaison with the WIB and the Center;
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- Continuously assess customer needs and recommend to the WIB actions to meet these needs.
- Respond to One-Stop and community needs; and
- Other duties as required by the Workforce Investment Board.

XIV. Partners

At MontgomeryWorks, each program retains control of its own resources. Work Opportunities will contribute to the costs of the One-Stop covering costs associated with space and facilities usage. The Montgomery County Division of Workforce Services established how:

- Services are to be provided;
- Services are to be funded;
- Operating costs of the MontgomeryWorks One Stop Career Center are to be funded;
- Which costs will be shared and
- How shared costs will be allocated.

Work Opportunities has agreed to serve as a partner in the MontgomeryWorks One-Stop Career Center and to address the workforce needs of local job-seeking customers.

V. Partner Services

MontgomeryWorks One-Stop Career Center offers customers a wide variety of career development opportunities through its partner agencies.

Work Opportunities

Work Opportunities will be a part-time co-located partner at the MontgomeryWorks One-Stop Career Center.

- Work Opportunities will co-locate staff in the MontgomeryWorks One-Stop Center in Wheaton, MD one day per week. During this time, staff will assist individuals with disabilities find employment through a customized employment model.
- Work Opportunities will provide their staff with their own computer to use in the work area.
- Work Opportunities will designate a staff member to attend monthly MontgomeryWorks partner meetings (every 2nd Tuesday of month).
- Work Opportunities may use the MontgomeryWorks up-county location at Lakeforest Mall for recruitment or meeting purposes as long as this is coordinated in advance with the Lakeforest Center Manager.
- MontgomeryWorks will provide front desk reception services for Work Opportunities staff and customers.
- MontgomeryWorks will make available all One-Stop core resources and Core Services to Work Opportunities participants -- this includes access to Job Fairs, employment workshops, Maryland Workforce Exchange services and other core job search and assistance services.

- MontgomeryWorks will provide Work Opportunities with one (1) office cubicle located in the partners section of the one stop. The office is equipped as a work station including a chair, desk, telephone and access to copier, fax, and meeting space as needed.

VI. Resource Sharing and One-Stop Costs

Federal regulations require that each partner contribute a fair share of the operating costs of the One-Stop system proportionate to the use of the system attributable to each program. After collectively reviewing methods allowable for determining their share of the costs, the Workforce Investment Board elected to allocate staff services and resource center costs based on square footage.

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 - 1. Supplies
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Work Opportunities agrees to participate in efforts to assess the effectiveness of the One-Stop system. The Department of Labor's Employment Training Administration has instituted common measures that will affect programs administered by six Federal agencies and affect the following DOL programs: Employment Service, Job Corps, WIA, Senior Community Service, Trade Adjustment Act, and Veterans Services. Upon implementation, all partner programs will provide performance information to assist in the calculation of these measures.

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Attainment of a Degree or Certificate
Literacy and Numeracy Gains

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In the event that an impasse should arise between Work Opportunities and the Montgomery County regarding terms and conditions, performance, or administration of this MOU the following procedures will be initiated:

1. The parties to this MOU shall first attempt to resolve all disputes by way of a meeting with the MontgomeryWorks Partner coordinator and a representative of the Workforce Investment Board.
2. Should these resolution efforts fail, the Partners shall refer the dispute to the Director of the Workforce Investment Board within 15 days of failure to resolve the dispute.

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Work Opportunities may request, in writing, an amendment to this MOU. The County may amend the One-Stop Partner MOU whenever it determines it is appropriate or necessary. Any modifications to this MOU must be in writing, signed and dated under the conditions agreed upon by all the Partners, and attached to the original MOU.

XI. Duration of the MOU

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The MOU must be construed and enforced according to the Laws of the State of Maryland. The Workforce Investment Area and the Partners shall comply with all applicable Federal, State, and local laws.

XIV. Confidentiality

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XV. Non-Assignment

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XVI. Fair Practices Certification

The COUNTY and Work Opportunities certify that they prohibit, and covenant that they will continue to prohibit, discrimination on the basis of: (a) political or religious opinion or affiliation, marital status, race, color, creed, or national origin; (b) sex or age, or except when age or sex constitutes a bona fide occupational qualification; or (c) the physical or mental disability of a qualified individual submit to the other information relating to its operations with regard to political or religious opinion or affiliation, marital status, physical or mental disability, race, color, creed, sex, age, or national origin.

XVII. Assurances of Non-Discrimination and Equal Opportunity in DOL-Funded Agreements

The COUNTY and Work Opportunities specifically agree that they will comply fully with the non-discrimination and equal opportunity provisions of the Workforce Investment Act of 1998; the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws including but not limited to 29 C.F.R. Part 37.

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The COUNTY and Work Opportunities shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) and 29 CFR Part 93.

XX. Debarment and Suspension

The COUNTY and Work Opportunities shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 20 CFR Part 98.

XXI. Signatures

In Witness Whereof, the undersigned have executed this Memorandum of Understanding on or before the date set forth herein.

Montgomery County:
By:

Signature

Name

Title

Date

Work Opportunities, Inc.:
By:

Signature

Name

Title

Date

Approved as to form and legality by the
Office of the County Attorney

Assistant County Attorney

Date: _____

MONTGOMERY COUNTY ONE STOP CENTER**Attachment II****SHARED COST BUDGET**

	WHEATON
<i>Facilities</i>	
Rent	\$191,814
Utilities	\$0
Janitorial/Maintenance	\$26,000
Security	\$5,000
Subtotal	\$222,814
<i>Resource Center</i>	
Supplies	\$10,787
Copiers	\$9,434
Postage & Delivery	\$1,054
Telephone	\$14,634
Internet Services	\$8,160
Software License	\$3,300
Marketing	\$10,000
Water	\$2,400
Interpreters	\$24,000
Subtotal	\$83,769
<i>Staff Services</i>	
Receptionist (2), IT Support	\$77,472
Fringe Benefits	\$20,917
One Stop Manager - 50%	\$21,976
Fringe Benefits	\$5,494
Subtotal	\$125,859
Total	\$432,442

Montgomery County OneStop
Resource Sharing Plan

Attachment III

Shared Costs	Rent	Utilities	Janitorial Services	Security	Supplies	Copier	Postage & Delivery	Telephone	Internet Services	Software License	Marketing	Water	Interpreters	Staffing	Total	Shared Costs
WIA/CTC	\$36,564				\$5,787	\$6,790	\$54	\$2,634	\$8,160	\$3,300	\$5,000		\$24,000	\$98,389	\$190,678	\$190,678
DLLR Wagner Peyser / Veterans	\$155,250		\$26,000	\$5,000	\$5,000	\$2,644	\$1,000	\$12,000			\$5,000	\$2,400		\$27,470	\$241,764	\$241,764
Job Corps/Adams Associates														\$11,760	\$11,760	
MC Health & Human Services - HHS														\$7,125	\$7,125	
TransCen, Inc.														\$46,884	\$46,884	
SCSEP/Jewish Council for the Aging - JCA														\$5,700	\$5,700	
Rehabilitation Services - DORS														\$0	\$0	
Total	\$191,814	\$0	\$26,000	\$5,000	\$10,787	\$9,434	\$1,054	\$14,634	\$8,160	\$3,300	\$10,000	\$2,400	\$24,000	\$197,328	\$503,911	\$432,442
* in kind contribution																

DRAFT**Montgomery County ITA and Sequence of Service Policy**

- 1) All individuals will initially receive core and intensive services through Montgomery Works. Individuals who are unable to find jobs after receiving both core and intensive services may be issued an ITA. The ITA will be developed in conjunction with individual assessment results, and local labor market information.
- 2) Individuals have choices in deciding the training programs that best fits their needs. Staff at the One-Stop centers will ensure that individuals have access to the “State List of Occupational Training Providers”. This list will provide critical information to assist clients in making informed decisions.
- 3) The ITA will cover the costs of tuition and fees for an approved training program. Montgomery County will cap ITA training accounts to \$3500. Exceptions may be made for County Funded or National Reserve Programs. The CDL Training program at Montgomery College has an exception to the cap up to \$3750.00
- 4) Individuals will be required to apply for Pell Grants and other sources of funding prior to determining the value of an ITA. In some cases supplemental resources such as Pell Grants will be combined with WIA funds to cover the cost of training.
- 5) Once approved, Montgomery Works staff will provide individuals with a signed copy of a billing authorization form for the selected training program. The billing authorization form will include the authorized amount that will be paid by Montgomery County. Payment will be made to the appropriate vendor within 45 days from invoice.
- 6) The tracking of ITA obligations and ITA payments will be managed by DED/DWIS.

Continuum of Services**(A) Determination of Need**

Client ITA determination will be provided through the use of a variety of methods. Initially, customers will identify training needs after completion of a pre-assessment document (while receiving core services). During the review of the document, it may be determined that an in depth assessment is warranted. This assessment may include; career counseling, administration of standardized testing, reviewing labor market information, and requiring the client to conduct information interviews with employers.

(B) Determination of Services

Some Clients will be deemed to need intensive or training services after they have passed through Core Services. Those clients receiving intensive services will develop plans in conjunction with their Career Counselor. The process assures “customer choice” in all activities and services rendered.

(C) Service Delivery

Montgomery Works will provide services through its system of two One-Stop centers. Each facility will provide core, intensive and training services as well as information and linkage with other human resource delivery programs.

Services at the One-Stops will be delivered in a professional customer friendly environment. Core services will be provided in two venues: self-service and customer assisted. Individuals able to navigate the self-service resource section will be directed to that area of each facility. Help Desk staff will be nearby to provide assistance, if necessary. Customers who are unfamiliar with technology, or who request assistance, will be provided timely assistance. Center staff will have the competencies to deliver assistance with core services.

Intensive and Training Services will be provided by and/or facilitated through the Career Counselors at each One-Stop site.

(D) Movement through the Tiers

To the extent possible, movement through the tiers will appear seamless to customers. Individuals will receive one or more core services before consideration is given to move the customer to the next tier. After a thorough assessment, and the development of an Individual

Employment Plan, customers will participate with their Career Counselor in determining the intensive services needed.

Dislocated Workers or Displaced Homemakers requiring skills training to secure employment will be referred for training services. The training funds or ITAs are contingent on available funding. Priority will be given to those clients deemed “Most in Need, Most Likely to Benefit”. The IEP and the service record are updated regularly as customers receive the various services.

(E) Management of the Process

Individuals will be tracked through the State’s WIA case management system. Managers at each One-Stop will review files quarterly. The DED/DWIS will conduct reviews of each center’s overall operations, including customer files, annually.

The tracking services will be done in a tier approach. With more intensive services being tracked closer. Intensive and Training clients will require more monitoring to assure progress toward goals outlined in their IEP.

(F) Referral Process

Relationships with other human service agencies in the County have been established. While the agency referral process differs with each agency, the goal of assuring connection between the customer and the entity providing the service has been achieved. In some instances a referral card will be used, however, in each case a communication linkage will be established before an individual is referred for service. All referrals will be tracked through Montgomery Works staff. Referrals may be by telephone or by walking the customer to the desk of the service provider (for those entities that will have a visible presence in the Center(s)).

Customers will not be referred to organizations without the establishment of a communication channel. Additionally, the process will make sure that the referral to the entity is appropriate.

(G) Program Evaluations

All programs will be evaluated at least annually. At a minimum, these evaluations will include determination of customer satisfaction with training, placement and retention. For programs that performing poorly, Montgomery Works may recommend removal from the State’s Vendor List.

Reviews of the One Stop system will be conducted regularly to assess the achievement of performance standards and goals outlined in the One Stop Operator agreements and/or Memorandums of Understanding for One Stop Centers.

(H) Follow-Up Procedures

Customers eligible for and participating in WIA services will be able to receive follow-up services for no less than one year post-employment. Individuals may receive a follow-up contact on a quarterly basis. This follow-up may consist of a telephone or written contact at their place of residence or employment.

Follow-up services will include assistance to the client in retaining employment. This may include ongoing career counseling if necessary.

Montgomery County Workforce Investment Area
Priority of Service Policy

- (a) For adult services under Title I of the Workforce Investment Act (WIA), priority of training funds (if available) will be given to recipients of public assistance, and/or other low-income individuals residing in Montgomery County. Low-income individuals are those who qualify under various criteria, including an individual who received income that does not exceed the higher of the poverty line or 70 percent of the lower living standard income level (see table below). In addition, unemployed low income adults, who have been unemployed for six (6) months or longer, will receive priority under this policy.
- (b) For services to dislocated workers, an in-depth review of each individual's work experience, skill levels and a reaffirmation that the core services received were inadequate for a quick re-attachment to the local labor market, will form the basis for determining "most in need". "Most likely to benefit" will be determined in conjunction with information from the IEP and Counselor assessment. In addition, once this policy is "triggered" only those dislocated workers earning pre-dislocation wages of \$60,000/year and less will be eligible to receive training services.
- (c) Military Service Members, Recently Separated Veterans and Military Spouses are eligible for training services under the Workforce Investment Act. In accordance with TEGL No. 5-03, "Implementing the Veteran's Priority Provisions of the Job for Veterans Act," dated September 16, 2003; Military Service Members, Recently Separated Veterans and Military Spouses will be covered as a priority under this policy.
- (d) This Priority of Service Policy is "triggered" when training funds for the program year are 75% obligated.
- (e) Montgomery Works will initiate these policies effective July 1, 2005. The policies may be modified at a later time depending upon adjustments to funding levels or changes in WIA policy.



Montgomery County Division of Workforce Services
Policy Memorandum #04-FY07
WIA Individual Training Accounts

This policy clarifies how WIA Individual Training Accounts (ITAs) are to be used consistent with the Workforce Investment Act of 1998.

Policy

Generally, WIA customers receive Core and Intensive services through MontgomeryWorks. Individuals who are unable to find jobs after receiving both Core and Intensive services may be issued an ITA. The ITA will be developed in conjunction with individual assessment results, and local labor market information.

WIA customers have choices in deciding the training programs that best fits their needs. Staff at the One-Stop centers will ensure that individuals have access to the "State List of Occupational Training Providers". This list will provide critical information to assist clients in making informed decisions.

ITAs cover the cost of tuition and fees for an approved training program. Montgomery County will cap ITA training accounts to \$3500. Exceptions may be made for County Funded or National Reserve Programs. The CDL Training program at Montgomery College has an exception to the cap up to \$3750.00.

Individuals will be required to apply for Pell Grants and other sources of funding prior to determining the value of an ITA. In some cases supplemental resources such as Pell Grants will be combined with WIA funds to cover the full cost of training.

Once approved, MontgomeryWorks staff will provide individuals with a signed copy of a billing authorization form for the selected training program. The billing authorization form will include the authorized amount that will be paid by Montgomery County. Payment will be made to the appropriate vendor within 45 days from invoice.

The tracking of ITA obligations and ITA payments are managed by the One-Stop operator Career Transition Center, Inc. and monitored by Montgomery County staff in the Division of Workforce Services.

**2006 LOWER LIVING STANDARD INCOME LEVELS (LLSIL) – 70%
AND
POVERTY INCOME GUIDELINES
FOR THE STATE OF MARYLAND**

2006 HHS Poverty Guidelines	
SIZE OF FAMILY UNIT	POVERTY GUIDELINE
1	\$ 9,800
2	13,200
3	16,600
4	20,000
5	23,400
6	26,800
7	30,200
8	33,600

For family units with more than 8 members, add \$3,400

70% LLSIL

AREA	1	2	3	4	5	6	OVER 6 ADD
Anne Arundel County WIA	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Baltimore City WIA	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Baltimore County WIA	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Frederick County WIA	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Lower Shore WIA	7,250 *	11,880 *	16,310 *	20,130	23,760	27,780	4,020
Mid Maryland WIA							
Carroll County	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Howard County	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Montgomery County WIA	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Prince George's County WIA	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Southern Maryland WIA							
Calvert County	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Charles County	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
St. Mary's County	7,250 *	11,880 *	16,310 *	20,130	23,760	27,780	4,020
Susquehanna Region WIA							
Cecil County	8,590 *	14,080	19,320	23,850	28,150	32,920	4,770
Harford County	9,350 *	15,320	21,020	25,950	30,630	35,820	5,190
Upper Shore WIA							
Queen Anne's County	7,250 *	11,880 *	16,310 *	20,130	23,760	27,780	4,020
Western Maryland WIA							
Allegany County	7,580 *	12,420 *	17,050	21,040	24,830	29,040	4,210
Washington County	7,580 *	12,420 *	17,050	21,040	24,830	29,040	4,210
Garrett County	7,250 *	11,880 *	16,310 *	20,130	23,760	27,780	4,020

* Poverty level is greater than the LLSIL figures

EFFECTIVE 06/01/2006

**GRIEVANCE PROCEDURE
PARTICIPANT COPY**

I have received a copy of the Grievance Procedure. I understand that as a participant in a Montgomery County Employment or Training program, I must first attempt to resolve any complaints through procedures established by the agency to which I have been assigned. If I am unable to resolve the complaint at this level, or if I am not satisfied with the decision resulting from the complaint, I understand that I may file a complaint with the Montgomery County Division of Workforce Services following the steps outlined in the Grievance Procedures.

Signed	Date
--------	------

Witness	Date
---------	------

**MONTGOMERY COUNTY WORKFORCE INVESTMENT AREA
PROCEDURES FOR PROCESSING GRIEVANCE**

- a. After receipt of a formal grievance, the Division Director, DWS shall designate an appropriate deciding official, to whom the grievance shall be referred. When feasible, the deciding official shall be at a higher administrative level than the official who considered the grievance under the informal procedure. When this is not possible, the deciding official shall be at an equal organizational level to the official handling the informal procedure.
 - b. The deciding official shall consider and attempt to resolve the grievance, to the extent resolution is, in the deciding official's judgment, warranted. If, within 14 days of receipt of the formal grievance, the grievance cannot thus be resolved in a manner acceptable to the aggrieved, the deciding official shall refer the grievance back to the Division Director, DWS for his/her consideration and final decision.
 - c. The deciding official, or the Division Director, DWS in the event of referral to him/her for final decision, shall conduct a hearing of the nature and scope appropriate to the issues involved in the grievance, within 30 calendar days of the filing of the written complaint. The appellant will receive written notice of the time, date, and place of the hearing. The appellant will also be given a copy of any hearing procedure.
 - d. When a hearing is held, the deciding official, or the Division Director, DWS, shall conduct it in conformity with the following:
 - 1) Attendance shall be limited to persons determined by the deciding official to have direct connection with grievance.
 - 2) The hearing shall be conducted so as to bring out pertinent facts, including the production of pertinent records. All parties will be given an opportunity to present evidence. Rules of evidence shall not be applied strictly, but the deciding official shall exclude irrelevant or unduly repetitious testimony. Decisions on the admissibility of evidence or testimony shall be made by the deciding official.
 - 3) Both parties are entitled to procure and to cross-examine witnesses. All witnesses shall be assured freedom from restraint, interference, coercion, discrimination or reprisal in presenting their testimony.
 - 4) The record of the proceedings shall include, at a minimum, a tape recording of the proceedings and may include a written summary, in addition to all pertinent documents submitted to and accepted by the deciding official. The deciding official shall determine whether the hearing is to be reported by a written summary. When a written summary is made, the deciding official and the parties are to agree in writing that it is a correct record of the hearing; a party who disagrees is entitled to submit written exceptions to any part of the summary, and such exceptions together with the summary shall constitute the record of the hearing.
 - e. The decision of the deciding official, or the Division Director, DWS shall be made in writing to the aggrieved and shall contain findings on all issues covered by the deciding official's inquiry. Such notification of the decision shall be issued within ten (10) calendar days from the date of the hearing and not more than 60 days from the date of the initial submission of the formal written grievance.
 - f. The deciding official or the Division Director, DWS, at the conclusion of a formal grievance, shall send all records pertaining to said formal grievance to the DWS office for permanent storage in a separate grievance file.
1. Appeals
- a. For programs funded through DLLR, if the grieving party does not receive a decision within 60 days of filing the formal grievance, or receives an unsatisfactory decision, the aggrieved then has a right to request a review by the Maryland Department of Labor Licensing and Regulation.
 - b. For programs other than those funded by DLLR, the grievance procedures and appeal process shall be those specific to the funding source. If there are no specific grievance procedures or appeal process required by a funding source, then

the procedures to be followed shall be the same as those listed under 3 "Procedures for Processing a Grievance", items a. through f. The grievance procedure shall be considered as exhausted at the time that the Division Director, DWS has issued a written decision as noted in item e. above. There shall be no appeal in these cases.

***MONTGOMERY COUNTY BOARDS, COMMITTEES AND COMMISSIONS
CONFLICT OF INTEREST POLICY***

Ethics

Generally, the Montgomery County Public Ethics Law prohibits committee members from participating in matters that involve an economic or fiduciary interest of the member. Committee members are also prohibited from participating in a matter that involves an economic interest of a relative. Relatives includes siblings, parents, grandparents, children, grandchildren, a spouse, a spouse's relatives and the spouses of these relatives.

The ethics law prohibits committee members from accepting or soliciting gifts from lobbyists and persons doing business with or regulated by the agency with which the committee is affiliated. A committee member must not solicit a gift while identifiable as a member of the committee unless expressly authorized to do so for the benefit of the County by the appropriate authority.

A committee member must comply with the employment provisions of the ethics law. A committee member is not required to obtain approval for employment with respect to employment held when the member was appointed if the committee member publicly disclosed the employment relationship to the appointing authorities before appointment. A committee member must not seek a contract with the County or take as a client an entity that contracts with or is regulated by the agency with which the committee member is affiliated without first referring the matter to the Ethics Commission. A committee member should not represent a person if the person's interest is adverse to that of the County without first referring the matter to the Ethics Commission.

A committee member must not disclose confidential information or attempt to use the prestige of the member's office for private gain or the gain of another. A committee member must not use an official County agency title or insignia in connection with any private enterprise or use a County facility or property for personal use or the use of another unless the use is generally available to the public.

This description of the public ethics law is intended to provide a general overview only. In specific cases, the ethics law itself should be consulted and, where appropriate, a request for an advisory opinion or waiver made to the Ethics Commission.

Committee chairpersons are responsible for reviewing County Ethics law periodically with committee membership. Each committee member has a responsibility to adhere to the County's sexual harassment and non-discrimination policies.

**MEMORANDUM OF AGREEMENT
BETWEEN
MONTGOMERY COUNTY, MARYLAND
AND
MONTGOMERY COUNTY WORKFORCE INVESTMENT BOARD**

WHEREAS, the federal Workforce Investment Act of 1998 (Public Law 105-22) sets forth the guidelines for local areas to administer workforce programs and services in the “local workforce investment area;” and

WHEREAS, the Montgomery County Department of Economic Development, Division of Workforce Services (hereinafter referred to as the “County”) has been designated by the Montgomery County Executive Officer, who is the Chief Elected Official for Montgomery County, Maryland, as the “Grant Sub recipient/Fiscal Agent,” under the Workforce Investment Act of 1998 (WIA), for the Montgomery County Workforce Investment Area; and

WHEREAS, the Workforce Investment Act of 1998, requires that each local workforce investment area establish a workforce investment board for the purposes of administering the Act and to establish policies to guide and lead the workforce agenda in the County; and

WHEREAS, the Workforce Investment Act of 1998, Section 117 (a) (b) establishes the framework for the appointment and membership of the local workforce investment board; and

WHEREAS, the Workforce Investment Act of 1998 authorizes the chief local elected official in the local area to appoint members to the workforce investment board in accordance with the Act and the guidelines of the Governors Workforce Investment Board; and

WHEREAS, the Workforce Investment Board was established by Montgomery County Executive Order #159-02. The Montgomery County Workforce Investment Board (hereinafter referred to as the “WIB”) will be composed of thirty (30) members representing the business community, organized labor, community based organizations, the public schools and the community college, representatives from other public agencies and other representatives as mandated in the Act. 51% must be representatives of the business community who are owners or Chief Executive Officers or employers with optimum policymaking or hiring authority. The Chairperson of the board must be a representative from the business community; and

The Workforce Investment Board will have the following duties and functions:

- a. Provide policy guidance and oversight to the County in the administration of Workforce Investment Acts funds, programs and services;
- b. Advise the County on workforce needs and issues in the community and assist the Division of Workforce Services in its range of activities and responsibilities;
- c. Conduct oversight of local adult and youth workforce programs and provide general oversight to the one-stop delivery system in the local area;
- d. Assist the County in the development of a local strategic workforce plan;
- e. Advise the County on the designation and certification of one-stop operators; identify local providers of adult and dislocated worker services; identify and evaluate training services providers;
- f. Provide for a Youth Council to oversee youth employment and training programs;
- g. Negotiate and reach agreement on local performance measures with the County Executive and the Governor;
- h. Undertake such assignments and programs designated by the County Executive and initiate their own workforce related initiatives as members deem necessary;
- i. Advise the County in the designation of eligible providers of youth activities;
- j. Assist in the development of the budget for the purpose of carrying out WIB duties;

- k. Assist the County to conduct program oversight for local youth activities, employment and training activities, and the one-stop delivery system;

WHEREAS, the WIB acknowledges that the County serves as the local grant recipient for, and shall be liable for any misuse of, the grant funds allocated to the local area under sections 128 and 133 of the Workforce Investment Act; and

WHEREAS, the WIB will advise the County on expenditure of funds (for workforce investment activities) and acknowledges that it is the County's responsibility for fund disbursement and management; and

WHEREAS, the WIB will be governed under the Montgomery County Board, Committee and Commission system and will maintain operational guidelines that reflect the intent of this agreement and the requirements of Federal Law 105-220; and

WHEREAS, meetings of the WIB shall be held up to six (6) times per year at regularly scheduled times; and

WHEREAS, any dispute resulting from non-concurrence between the County and the WIB shall be resolved as expeditiously as possible; and

WHEREAS, in carrying out this commitment, the County seeks to strengthen public-private involvement through which County business leaders, government representatives, educators, and organized labor may provide input to policy formulation and oversight of Workforce Investment Act programs and services in the County; and

WHEREAS, the Montgomery County Executive Officer has authorized the Department of Economic Development, with input and advice from the WIB, to select a Program Operator to operate the MontgomeryWorks "one-stop delivery system" under WIA, for the Montgomery County Workforce Investment Area; and

WHEREAS, the Montgomery County One-Stop Operators consist of the Career Transition Center, Inc., operator of WIA Title I Adult, Dislocated Workers and Youth Programs, so long as they are maintain their current contract with the County; and the local Maryland Department of Labor, Licensing and Regulation, Division of Workforce Development, Job Service office which operates Wagner-Peyser, Unemployment Insurance and Veterans programs; and

The services to be provided through the MontgomeryWorks One-Stop delivery system will include the following:

- a. Core Services will be provided by DLLR Wagner-Peyser Job Service staff as described under Chapter 3, Sec. 134 (d) (2) of WIA. Core Services for registered participants will include: initial assessment/intake (Job Service Registration; Computer Self Registration), job search workshops, employability self-assessment, assistance with career planning, occupational aptitude testing, tax credit certification, information on how to file an Unemployment Insurance claim by telephone, local, statewide and national labor market information, career information resource center, job development and placement services, orientation to the One-Stop Center, information on other One-Stop partner services and supportive services, initial assessment of skill levels, aptitudes, abilities, and support service, job referrals, Internet browsing for job information and training searches, job matching, completion of work search waivers to attend approved training, customized programs for professional, technical and managerial as well as TANF job seekers, case management for Veterans and job order taking from employers.
- b. Intensive Services will be provided by Career Transition Center, Inc. hereinafter referred to as CTC, as described under Chapter 3, Sec. 134 (d) (3) of WIA. These intensive services include: comprehensive and specialized assessment, including diagnostic testing and interviewing, development of individual employment plans, occupational skills training, on the job training, private sector training programs, individual and group counseling, case management, short term pre-vocational services, work place training and cooperative education programs. Skills upgrading and re-training, entrepreneurial training, job readiness training, and adult education and literacy activities in combination with training.
- c. Training Services will be administered by CTC as described under Chapter 3, Sec. 134 (d) (4) of WIA. These training services include: occupational skills training, including

training for non traditional employment; on the job training; programs that combine workplace training related instruction, which may include cooperative education programs; training programs operated by the private sector, skill upgrading and retraining; entrepreneurial training, job readiness training, and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training. These services are described fully in the Five-Year Local WIA Plan.

WHEREAS, the term for this agreement if from July 1, 2007 through June 30, 2009. The County may (but is not required to) renew this agreement if the Montgomery County Executive Officer determines that renewal is in the best interests of the County. The County may renew this agreement for one additional two-year period.

1. **MONTGOMERY COUNTY CHIEF ELECTED OFFICER**

_____	_____
Isiah Leggett, County Executive	Date

2. **MONTGOMERY COUNTY WORKFORCE INVESTMENT BOARD**

_____	_____
Carrie Shelton, Chair	Date
Workforce Investment Board	

Approved as to form and legal sufficiency:

_____	_____
	Date



**MEMORANDUM OF UNDERSTANDING
BETWEEN
MONTGOMERY COUNTY, MARYLAND
AND
MONTGOMERY WORKS CONSORTIUM**

This Memorandum of Understanding (the "MOU") is by and between Montgomery County, Maryland through the DEPARTMENT OF ECONOMIC DEVELOPMENT'S DIVISION OF WORKFORCE INVESTMENT SERVICES ("County" or "DED") and the Montgomery Works Consortium ("Montgomery Works").

I. BACKGROUND

1. The County Executive for Montgomery County, who is the Chief Elected Official for Montgomery County, Maryland, has designated The Montgomery County Division of Workforce Investment Services as the "Administrative entity" under the Workforce Investment Act of 1998 (WIA), for the Montgomery County Workforce Investment Area (local area).
2. The County Executive has also designated the Career Transition Center, Inc.(CTC) and the Maryland Job Service as the "One-Stop Operator" under WIA for the local area.
3. CTC, operator of the WIA Title I Adult, Dislocated Workers and Youth Programs, in conjunction with the local Maryland Job Service Careernet One-Stop Center form the consortium known as Montgomery Works. This site includes Wagner-Peyser Job Service funded staff and Veterans programs' staff.
4. This Agreement describes the terms and conditions under which the Montgomery Works, located in Wheaton, will participate as a Partner Agency in operation of the One-Stop delivery system in the local area.

5. Montgomery Works will utilize the assistance of other partner agencies to meet the diverse needs of Montgomery County residents. These partners will enter into separate agreements with Montgomery Works to delineate their respective roles and responsibilities within the One-Stop delivery system.

II. RESPECTIVE OBLIGATIONS

1. Montgomery Works will provide the One-Stop delivery system services that include the following (the Five-Year Local WIA Plan describes these services fully):
 - a) Core Services will be provided by the Department of Labor Licensing and Regulation (DLLR) Wagner-Peyser Job Service and CTC staff as described under Chapter 3, Sec. 134 (d) (2) of WIA. Core Services for registered participants will include: initial assessment/intake (Job Service Registration, Computer Self Registration); job search workshops; employability self-assessment; assistance with career planning; typing testing; tax credit certification; information on how to file an Unemployment Insurance claim by telephone; local, statewide and national labor market information; career information resource center; job development and placement services; referral services; orientation to the One-Stop Center; information on other One-Stop partner services and supportive services; initial assessment of skill levels, aptitudes, abilities, and support service; job referrals; Internet browsing for job information and training searches; job matching; completion of work search waivers to attend approved training; customized programs for professional, technical, managerial and Welfare-to-Work job seekers; and case management for Veterans and job order taking from employers. Registration is not required for self-service activities and to get general information.
 - b) WIA funded Intensive Services will be provided by the Montgomery County Career Transition Center, Inc. hereinafter referred to as CTC, as described under Chapter 3, Sec. 134 (d) (3) of WIA. These intensive services include: comprehensive and specialized assessment, including diagnostic testing and interviewing; development of Individual Employment Plans; occupational skills training; on the job training; private sector training programs; individual and group counseling; case management; short-term pre-vocational services; work place training and cooperative education programs. Skills upgrading and re-training; entrepreneurial training; job readiness training and adult education; and literacy activities in combination with training are also included as intensive services.

- c) WIA funded Training Services will be provided by CTC - as described under Chapter 3, Sec. 134 (d) (4) of WIA. These training services include: occupational skills training, including training for non traditional employment; on the job training; programs that combine workplace training related instruction which may include cooperative education programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
- 2. Each partnering agency will cover the costs for the respective intensive services provided. (Any partner present in the One-Stop Center more than two days per week may be asked to provide nominal payments for rent, copying services, telephone and/or computer use.)
- 3. Both Maryland Job Service and CTC will:
 - a) co-locate staff at the Wheaton One-Stop.
 - b) utilize electronic means of referral such as Internet, phone system, e-mail, and mail.
 - c) utilize a central bank of cross-trained One-Stop Specialists that will assist all individuals receiving core services and will refer clients to appropriate partners as needed.
- 4. Wagner-Peyser Job Service staff will provide Wagner-Peyser required services, and their performance will be related to its funding.
- 5. Maryland Job Service and its Veterans Program staff will be co-located at the Lakeforest Mall on a schedule that is mutually agreeable to both CTC and Maryland Job Service. Until then, the Job Service and Veteran's staff will service the Lakeforest location on an "as needed basis."
- 6. Job Service and CTC will coordinate employer outreach and job development activities.
- 7. Job Service and CTC will jointly manage and coordinate the job development efforts and will collaborate on marketing.
- 8. Job service and CTC will utilize the State's new MIS system as the priority reporting system. CTC and Job Service will establish a secondary local database which is posted virtually at the One-Stop Internet site to make jobs available to all customers. Both CTC and Maryland Job

Service will ensure that customer information is kept confidential and will not be shared without express consent and release authorized by the customer. CTC will continue to track core participants until the new MIS system is fully deployed.

9. CTC and the Job Service will collaborate to provide additional marketing of the Internet-based job matching system through print media, radio, and television advertisements.
10. Job Service and CTC will share with one another labor market information, job leads, programmatic and participant information (only to the extent permitted by law and regulations requiring confidentiality of participant records).
11. Job Service and CTC agree to cooperate in developing customer identification, tracking follow-up, evaluation, performance and customer satisfaction data to the extent allowable by each partners' funding stream.
12. Montgomery Works and the County agree to meet on a monthly basis in order to provide a vehicle for on-going evaluation, review and discussion of operational issues and to discuss general issues related to the implementation of this agreement. The President of CTC and the Director of Job Service will meet regularly bi-weekly, or more, if necessary to cover the operational issues required.
13. Wagner-Peyser Job Service staff have a primary obligation to the ODDS/ AJB system/ new MA system upon implementation. The initial performance criteria used to measure local performance will be:
 - a) Number of clients served at One-Stop Career Center locations
 - b) Number of clients referred to partnering agencies through Montgomery Works
 - c) Employer Satisfaction
 - d) Customer Satisfaction (Internet site and individual workshops)
 - e) Number of jobs listed on Montgomeryworks.com, and the ODDS/ AJB system/new MA system upon implementation

III. COMPENSATION

1. The costs of the services and operating costs of the system will be funded with WIA, and local funds. One-Stop Partner Agencies will provide in-kind contributions pursuant to the terms of the One-Stop Partners' Memoranda of Understanding. WIA Title I funding and local One-Stop funds will go through the Montgomery County Career Transition Center (CTC) and the Wagner-Peyser Funding will continue to go through DLLR Maryland Job Service.
2. The CTC and DLLR Maryland Job Service will collaborate to ensure that the fiscal stability and day-to-day operations of the One-Stop are both effective and efficient.
3. Job Service will assume all lease costs associated with the Westfield Shoppingtown Center (Wheaton Plaza) site for the duration of this agreement.
4. CTC will utilize WIA and local funds to pay for the lease of the Up County location at Lakeforest Mall located in Gaithersburg, Maryland.
5. WIA and Wagner Peyser/Job Service funding will cover the costs of all core services.
6. Partnering agencies will provide in-kind core services including but not limited to staff, equipment, and training as outlined in the individual MOUs.

IV. TERM

1. The term of this Memorandum of Understanding commences on the date of signature by the County's Chief Administrative Officer and continues through June 30, 2003. Either party may terminate this MOU upon 60 days written notice to the other party. This MOU can be renewed for four (4) additional one-year terms unless otherwise terminated in accordance with this MOU.
2. Any party to this Agreement may request modification of its terms. Any such modification must be in writing and signed by all parties.
3. This agreement may not be assigned without the express written consent of the other party.

V. MOU ADMINISTRATORS

The MOU Administrator for the County is:

Eric Seleznow, Director
Division of Workforce Investment Services
Montgomery County Department of Economic Development
11 North Washington Street, Suite 250
Rockville, Maryland 20850
PHONE: (240) 777-2047
FAX: (301) 279-8230

The County's MOU Administrator is the primary point of contact within the County for matters relating to this MOU. Montgomery Works' MOU Monitor must contact the MOU Administrator if Montgomery Works is unable to fulfill any of the obligations, or has any questions regarding the interpretation of the provisions of this MOU.

The MOU Monitors for Montgomery Works are:

Eric Myren, President
Career Transition Center
11160 Veirs Mill Rd, Room 510
Wheaton, Maryland 20902

PHONE: (301) 929-6880
FAX: (301) 929-6879

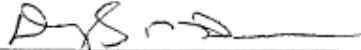
E. Paulette Brown, Director
Maryland Job Service
11160 Veirs Mill Rd, Room 223
Wheaton, Maryland 20902

PHONE: (301) 929-4390
FAX: (301) 933-0749

The Montgomery Works MOU Monitors are the primary points of contact within Montgomery Works for matters relating to this Agreement. The County's MOU Administrator will contact the MOU Monitors if the County is unable to fulfill any of the obligations under this MOU.

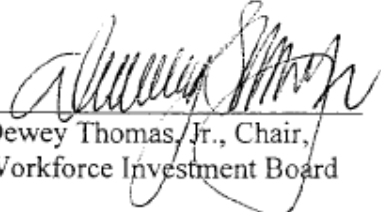
In witness thereof, the parties hereto have affixed their signatures and seals as written on the following page:

1. MONTGOMERY COUNTY CHIEF ELECTED OFFICER


Douglas M. Duncan, County Executive

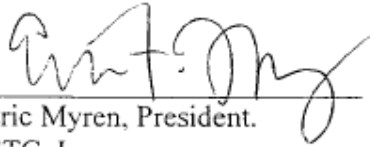
10/01/02
Date

2. MONTGOMERY COUNTY WORKFORCE INVESTMENT BOARD


Dewey Thomas, Jr., Chair,
Workforce Investment Board

9-16-02
Date

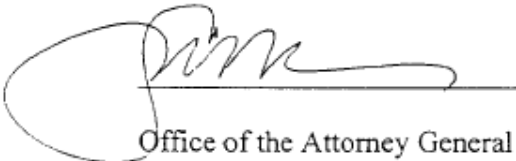
3. MONTGOMERY WORKS CONSORTIUM


Eric Myren, President.
CTC, Inc

9-3-02
Date

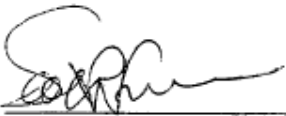

E. Paulette Brown, Job Service Area Director
Wheaton Job Service Office

10-18-02
Date


Office of the Attorney General

9-26-02
Date

Approved As To Form And:
Legality By The Office Of
The County Attorney



9-6-02
Date

Montgomery County Department of Economic Development
Division of Workforce Services

**Public Comment on the 2-Year Extension to the
5-Year Local Workforce Investment Plan**

In compliance with Workforce Investment Field Instruction (WIFI) No. 10-06, and as outlined in Section 118(c) of the Act and 661.345 of the Regulations, LWIBs must provide an opportunity for public comment on and input into the development of the 2-year extension of the 5-year plan prior to its submission to the State. LWIBs must publish the availability of the local Workforce Investment plan extension by April 16, 2007.

Montgomery County posted notice inviting public input and comment in the *Montgomery County Register and* in the “Legal Notices” section of the *Montgomery County Gazette* newspaper, directing the community to the draft plan posted on the Montgomery County Department of Economic Development website. These aforementioned publications are customarily used to invite comment on public matters. The invitation for public comment was posted on April 16, 2007 and ended on April 24, 2007.

**Notice inviting Public Comment on Extension of Local Workforce Investment Act
Five-Year Plan in Montgomery County Register**

LOCAL WORKFORCE INVESTMENT ACT TWO-YEAR PLAN

Notice is hereby provided for public opportunity for comment on and input into the development of the Montgomery County Workforce Investment Act Two-Year Plan (FY2008-FY2009) under Public Law 105-220 – Workforce Investment Act, 20 CFR 652 – Workforce Investment Act; Interim Final Rule. The Workforce Investment Act (WIA) requires that the Montgomery County Workforce Investment Board submit a two-year local plan to the Department of Labor, Licensing and Regulation (DLLR) in accordance with Section 118 of the law and section 661.345 of the regulations. Public comment and input will be accepted from April 16, 2007 thru May 15, 2007, prior to the final submission to the State of Maryland. Current local five-year plans are due to expire on June 30, 2007.

To review or download a copy of the Draft Two-Year Plan, please visit:

<http://www.montgomerycountymd.gov/ded>

From the DED Home Page click on Downloads at right,

Select Local Workforce Investment Act Two-Year Plan FY2008-FY2009 Draft for Public Comment

or contact Eric Seleznow (see below) for a written copy of the plan.

Please mail comments and input by May 15, 2007 to:

Eric Seleznow, Division Manager
Department of Economic Development
Division of Workforce Services
111 Rockville Pike, Suite 800
Rockville, Maryland 20850

Announcements on Gazette.Net

Description

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111 Rockville Pike, Suite 800
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